

# TPG Reading Community Tech

April 2017 quarterly check-in



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# TPG Workflows

April 2017 quarterly check-in



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*The Team Practices Group believes that healthy teams reliably deliver customer value and innovative products. Through dedicated resourcing, coaching, and workshops at the Wikimedia Foundation, we facilitate the use of practices that support team health, with a strong emphasis on creating conditions of clarity, trust, and continuous improvement.*



**People** □ **Relationships** □ **Learning** □ **Sustainability**



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# Provide core team practices support for the Foundation

**SKILLS**

+

**CONTEXT**

+

**SHARED OBJECTIVES**

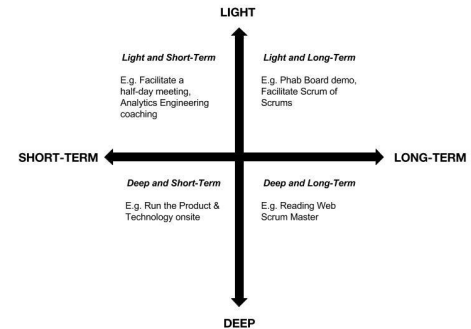
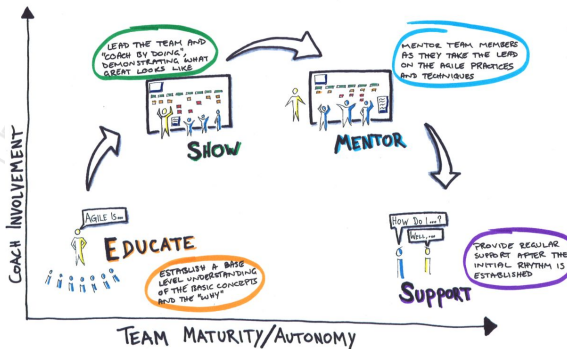
## Team Practices Group/Our skills

< Team Practices Group

Members of TPG may be available to offer mentoring, training, or consultation in the following areas, with the intention of building capacity throughout the organization.

### Contents [hide]

- 1 Agile Coaching
- 2 Supporting the delivery of high quality software
- 3 Process design
- 4 Facilitation
- 5 Team and Organizational Dynamics
- 6 Other



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# What We Do (Q3)

ACTIVITY	# OF ENGAGEMENTS	COMPLETED/ONGOING	TPG STAFF
Embedded Teams	9	0/9	5
Light Engagements	12	4/12	4
Offsites	2	2/2	2
Organizational Functions	4	4/4	4

13 new requests this quarter

# Where We Do (Q3)

ACTIVITY	TECHNOLOGY	PRODUCT	OTHER	CROSS-ORG
Embedded Teams	1	7		1
Light Engagements	2	3	2	4
Offsites		2		
Organizational Engagements				5



# Organizational Engagements



- Collab Jam
- Design Engagement
- Structured Data Retro
- Movement Strategy
- Wikilead



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April 2017

**Team Practices Group**

NONE

**PURPOSE:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Implement Annual Planning collaboration improvement as identified in Annual Planning retrospective	<b>LAST QUARTER</b>	
	Finance, C-team, representatives from all teams	<p>Designed, organized, and facilitated Annual Plan Collab Jam - 3 day collaborative event with representatives from each department sharing draft annual plans, seeking alignment, and managing inter-departmental dependencies.</p> <p>Expected outcomes: clearer, more refined, and more aligned annual plan across all departments; clearer inter-departmental expectations/needs; increased capacity for collaborative planning.</p>

**STATUS: DONE**



April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support improvements to institutional grant development processes	<b>LAST QUARTER</b>	
	VP Product, Director of Development, grants process stakeholders	Designed and conducted large multi-stakeholder retrospective on the Structured Data Grant process. In addition to developing a shared understanding of what happened and the current grants process, Caitlin Virtue agreed to develop and shepherd next-steps on the overall grant process to address identified pain points.

**STATUS: DONE**

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide support to people in Design or Design-related roles	<b>LAST QUARTER</b>	
	Designers; Design stakeholders; staff in Design-related roles	Using the <a href="#">Design Statement of Purpose</a> , conducted a gap analysis with the design group about where design is now and where design wants to be, and brainstormed potential next steps to address the gap. Design group empowered to continue identifying and executing next steps to get closer to the ideal-state. Work on next-steps currently on pause due to Product/Tech consultation.
	<b>NEXT QUARTER</b>	
	Design group	Design has full ownership of their continual improvement. TPG to be available for occasional light consultations.

**STATUS: DONE**

April 2017

**Team Practices Group****NONE****GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide support to Movement Strategy process	<b>LAST QUARTER</b>	
	N/A	N/A
	<b>NEXT QUARTER</b>	
	WMF Staff; Suzie Nussel; CLs	<ul style="list-style-type: none"> <li>• Deliverable: WMF Staff Themes defined for Track A, Phase 1, Cycle 1 of Strategy Process</li> <li>• Impact: By employing experienced facilitators, staff feel they can engage with strategy process in way where their voices will be heard, and the process benefits from having diverse perspectives.</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support organizational leadership development through Wikilead	<b>LAST QUARTER</b>	
	<ul style="list-style-type: none"> <li>• Anna Stillwell, Anna Lantz, C-team, Wikilead nominees</li> </ul>	<ul style="list-style-type: none"> <li>• Cohort selected for 2017 program</li> </ul>
	<b>NEXT QUARTER</b>	
	<ul style="list-style-type: none"> <li>• Anna Stillwell, Anna Lantz, Cultivating Leadership, Wikilead 2017 cohort</li> </ul>	<ul style="list-style-type: none"> <li>• Location selected for module 1</li> <li>• Content set for module 1</li> <li>• Facilitation and logistics support for module 1</li> </ul>

**STATUS: IN PROGRESS**

## What you learned working on these objectives or workflows:

### Did anything unexpected (good or bad) happen?

- Some communication breakdowns leading up to the Collab Jam; some groups did not know it was happening until the last moment and participation by senior leadership was not as robust as expected
- Participation at the Collab Jam in general was spotty - many participants periodically wandered off to tend to other business
- Collab Jam participants did not have budget projections for the next fiscal year which led to some feeling either unclear about how to approach planning, or to feel like they did waste work planning for things they could not make happen once they received the projections
- Product/technology consultations for org tune up disrupted some momentum with design but also was a good forum for design to share their perspectives and potentially affect positive change

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

- Work more closely and directly with C-team in organizing an event like the Collab Jam
- Be clearer about participation expectations for events like the Collab Jam
- Identify and ensure that participants have the most crucial information (eg budget projections) before Jam

### Did you struggle with anything?

- It felt like Kristen and Arthur became vessels for participant general anxiety around annual planning at the Collab Jam, which was very difficult to manage and navigate, especially in the moment while facilitating the event

# Teams



- Reading
- Editing
- Discovery
- Design Research
- Research
- New Readers



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April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide TPG support for Reading Vertical	<b>LAST QUARTER</b>	
	<ul style="list-style-type: none"> <li>● Android team and stakeholders</li> <li>● iOS team and stakeholders</li> <li>● Reading Web team and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>- Support for new QA resourcing and coordination with The Specialists Guild</li> <li>- Reading Web: Reading and RW Offsite (Slide 24)</li> <li>- Android: Final transition from Scrum -&gt; Kanban</li> <li>- iOS: Help team slow down and focus on quality</li> </ul>
	<b>NEXT QUARTER</b>	
	<ul style="list-style-type: none"> <li>● Android team and stakeholders</li> <li>● iOS team and stakeholders</li> <li>● Reading Web team and stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>- All: Support Prod/Tech Consultation transitions</li> <li>- Android: Adjust kanban processes as needed</li> <li>- iOS: cross-team focus</li> <li>- Reading Web: Integrate Kanban practices, new team member onboarding. Focus on offline, reading lists, start of rebuilding mobile site.</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide TPG support for Editing Vertical	<b>LAST QUARTER</b>	
	Editing teams and stakeholders	<ul style="list-style-type: none"> <li>- Metrics support for VE and Collaboration</li> <li>- Preparation and facilitation support for Annual Planning</li> <li>- Support for improving relationships between VE and other teams</li> </ul>
	<b>NEXT QUARTER</b>	
	Editing team and stakeholders	<ul style="list-style-type: none"> <li>- Support re-organized teams in sustaining high performance</li> <li>- Make it easier for people to move between teams within the vertical</li> <li>- Share best practices across teams</li> </ul>

**STATUS: IN PROGRESS**



April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide TPG support for Discovery Vertical	<b>LAST QUARTER</b>	
	Discovery team and stakeholders	<ul style="list-style-type: none"> <li>● Ongoing kanban coaching and support, meeting facilitation</li> <li>● Continuing to plan May offsite</li> </ul>
	<b>NEXT QUARTER</b>	
	Discovery team and stakeholders	<ul style="list-style-type: none"> <li>● TBD</li> <li>● May Offsite</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide TPG support for Design Research	<b>LAST QUARTER</b>	
	Design Research team and stakeholders	<ul style="list-style-type: none"> <li>Facilitate collaboration with evaluative design researcher in Editing, and quantitative researchers on Research &amp; Data</li> <li>Provided guidance to New Editors team during planning stage of contextual inquiries in Czech Republic &amp; South Korea</li> <li>Helped team develop more efficient and effective meetings</li> </ul>
	<b>NEXT QUARTER</b>	
	Design Research team and stakeholders	<ul style="list-style-type: none"> <li>Support Design Research role on cross-functional New Readers team</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide TPG support for New Readers program	<b>LAST QUARTER</b>	
	<ul style="list-style-type: none"> <li>● Reading</li> <li>● Design Research</li> <li>● Comms</li> <li>● Global Reach</li> <li>● Grants</li> </ul>	<ul style="list-style-type: none"> <li>- Cross-functional program management experience</li> <li>- Helped team to identify Q4 dependencies &amp; high level timelines</li> <li>- Supported PO in development of a RACI model for when &amp; how to consult stakeholders</li> </ul>
	<b>NEXT QUARTER</b>	
	<ul style="list-style-type: none"> <li>● Reading</li> <li>● Design Research</li> <li>● Comms</li> <li>● Global Reach</li> <li>● Grants</li> </ul>	<ul style="list-style-type: none"> <li>- Ongoing consulting</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**What you learned working on these objectives or workflows:****Did anything unexpected (good or bad) happen?**

- Having formal time to talk through specific objectives for embedded teams (in addition to core work of staying focused on delivering on commitments, continual improvement, communication, planning) has been very useful

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

- 

**Did you struggle with anything?**




















- Working with Discovery, it was challenging to have the Interactive team in “wind down” mode for multiple months, without a concrete plan for whether or how the maps and graphs work might continue in the future.

# Other Engagements



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- SIEM
- Offsites (Reading Web, Reading)
- ArchCom
- Scrum of Scrums
- Fr-tech
- Fundraising Operations
- Tech Debt Bash
- Affordability workshops
- FY1617 Annual Report team
- Community Tech

<b><u>SKILLS USED:</u></b>	Agile Coaching	Software Delivery	Process Design	Facilitation	Team & Organizational Dynamics
<b>SIEM</b>					
<b>Offsites (2)</b>					
<b>ArchCom</b>					
<b>Phab Workflows</b>					
<b>Scrum of Scrums</b>					
<b>Fr-tech</b>					
<b>Fundraising Operations</b>					
<b>Tech Debt Bash</b>					
<b>Affordability Workshop</b>					
<b>Annual Report Team</b>					
<b>Community Tech</b>					



April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide TPG Support for <a href="#">Security Information and Event Management Project (SIEM)</a>	<b>LAST QUARTER</b>	
	<ul style="list-style-type: none"> <li>Office IT</li> <li>Security</li> <li>FR-Tech Ops</li> </ul>	<ul style="list-style-type: none"> <li>Helped small team through process of evaluating SIEM solutions</li> <li>Identified key missing stakeholder</li> <li>Designed reporting template for communications with stakeholders</li> </ul>
	<b>NEXT QUARTER</b>	
	<ul style="list-style-type: none"> <li>Office IT</li> <li>Security</li> <li>FR-Tech Ops</li> <li>Ops</li> </ul>	<ul style="list-style-type: none"> <li>Support team with project management insights &amp; oversight, including project communications while they identify and implement a solution</li> </ul>

**STATUS: IN PROGRESS**

April 2017

# Team Practices Group

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support teams in designing and facilitating effective offsites	<b>LAST QUARTER</b>	
	Admin, Travel, Reading	<ul style="list-style-type: none"> <li>● Reading Offsite: Achieved goals of team building, cross-team collaboration, and beginning to align on Reading's vision</li> <li>● Reading Web Offsite:               <ul style="list-style-type: none"> <li>○ Team-building and face time</li> <li>○ Agreement on Annual Strategy decisions</li> <li>○ Facilitated challenging conversations on team processes, norms, roles, volunteer engagement, and Q4 work scope.</li> <li>○ Celebrated (many) team achievements!</li> </ul> </li> </ul>
	<b>NEXT QUARTER</b>	
	Discovery	<ul style="list-style-type: none"> <li>● Discovery offsite</li> </ul>

**STATUS: IN PROGRESS**



April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Provide TPG support for ArchCom	<b>LAST QUARTER</b>	
	CTO, ArchCom members	<ul style="list-style-type: none"> <li>- Continued ArchCom facilitation support and coaching</li> <li>- Helped the team draft a mission statement</li> <li>- Helped the team think through some deep issues, in preparation for drafting a charter</li> </ul>
	<b>NEXT QUARTER</b>	
	CTO, ArchCom members	<ul style="list-style-type: none"> <li>- Continuing ArchCom facilitation support and coaching</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Support Phab collaboration workflows for new teams	<b>LAST QUARTER</b>	
	Comms	<ul style="list-style-type: none"> <li>Presented Phab to Comms and coached on using it as a task management tool for Audience research</li> <li>Brokered a solution for New Editors design research that will incorporate Reboot's gDocs folder structure and make it visible via Phabricator workboard</li> </ul>
	<b>NEXT QUARTER</b>	
	N/A	N/A

**STATUS: DONE**

## GOAL: Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Scrum of Scrums	<b>LAST QUARTER</b>	
	Product + Technology teams Wikidata team	<ul style="list-style-type: none"> <li>● Facilitate weekly engineering-wide Scrum of Scrums</li> <li>● Keep agenda on pace to finish in 25 minutes</li> <li>● Help ensure that requests for help are answered</li> <li>● Implemented community request to notes template</li> <li>● Publish notes on wiki and publicize to wikitech-l</li> </ul>
	<b>NEXT QUARTER</b>	
	Product + Technology teams Wikidata team	<ul style="list-style-type: none"> <li>● Continue as is</li> </ul>

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Fr-tech agile coaching	<b>LAST QUARTER</b>	
	Fr-tech + stakeholders	<ul style="list-style-type: none"> <li>● Participated in standups and sprint planning</li> <li>● Facilitated retrospectives with goal of creating safe space to reflect openly. Inaugurated practice of highlighting Tech Debt created or addressed within each sprint.</li> <li>● Agile Coaching Lifecycle stage: Educate</li> </ul>
	<b>NEXT QUARTER</b>	
	Fr-tech + stakeholders	<ul style="list-style-type: none"> <li>● TBD</li> <li>● Offsite in Mexico in June</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group****NONE****GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Lead the Tech Debt Bash initiative	<b>LAST QUARTER</b>	
	CTO, GregG	<ul style="list-style-type: none"> <li>• Dev Summit session raised awareness of the issue and of management's commitment to addressing it</li> <li>• Greg found owners for all of the orphaned code identified as critical</li> <li>• Determined that Kevin was not the best person to move forward with this initiative</li> </ul>
	<b>NEXT QUARTER</b>	
N/A	N/A	

**STATUS: DONE**

April 2017

**Team Practices Group****NONE****GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
New Readers Affordability concept generation workshops	<b>LAST QUARTER</b>	
	<ul style="list-style-type: none"> <li>● Global Reach</li> <li>● Design Research</li> </ul>	<ul style="list-style-type: none"> <li>● Collaboratively designed 3 workshops with Global Reach &amp; Design Research</li> <li>● With New Readers stakeholders, facilitated 3 workshops where we evaluated current solutions, generated new solutions, then evaluated and selected 2 solutions to pursue starting in Q4</li> </ul>
	<b>NEXT QUARTER</b>	
New Readers	<ul style="list-style-type: none"> <li>● Work with New Readers team developing policy and offline solutions</li> <li>● Share workshop design with New Editors</li> </ul>	

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Mentorship & guidance to FY1617 Annual Report team	<b>LAST QUARTER</b>	
	N/A	N/A
	<b>NEXT QUARTER</b>	
	Annual Report team	<ul style="list-style-type: none"> <li>• Facilitate regular AR team meetings of stakeholders from parts of Fundraising, Global Reach, Comms, CE</li> <li>• Offer guidance on multi-stakeholder work on vendor produced deliverables</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Mentorship & guidance to Fundraising Operations	<b>LAST QUARTER</b>	
	Fundraising Operations	<ul style="list-style-type: none"> <li>Coaching on process management, backlogging, improving workflows and transparency, tracking day-to-day work, creating single source-of-truth, written communication, managing relationships, managing interrupt work</li> </ul>
	<b>NEXT QUARTER</b>	
	Fundraising Operations	<ul style="list-style-type: none"> <li>Coaching on testing process hypotheses, retrospecting, and evolving processes established last quarter</li> </ul>

**STATUS: IN PROGRESS**



April 2017

**Team Practices Group**

NONE

**GOAL:** Provide core team practices support for the Foundation

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Community Tech team observation	<b>LAST QUARTER</b>	
	N/A	N/A
	<b>NEXT QUARTER</b>	
	Community Tech	<ul style="list-style-type: none"> <li>• Exploratory observation regarding team dynamics and processes</li> </ul>

**STATUS: IN PROGRESS**

April 2017

**Team Practices Group**

NONE

**What you learned working on these objectives or workflows:****Did anything unexpected (good or bad) happen?**

- New Readers Affordability workshop participants preferred working on fewer solutions than originally targeted
- FR-Tech engineers embraced opportunities to raise shared awareness of their tech debt

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

- For an engagement like the Tech Debt Bash, it is important to clarify up front not just the hard facts like scope and duration, but also aspects like expectations and fears. Work harder to build trust and understanding between the TPGer and the stakeholder(s) early on.
- Embrace the Planning Fallacy earlier on in workshop planning cycle

**Did you struggle with anything?**

- Product and Technology org tune-up recommendations introduced much uncertainty

# Participation in Organizational Activities

- Intercultural Initiative
- Task management tools working group
- Space planning for the new office
- All Hands committee and Unconference intro





# Reading Objectives

April 2017 quarterly check-in



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# *Reading*

The Reading team builds exceptional learning and reading experiences for the sum of all knowledge, from desktop and mobile web to apps and APIs.

---

26 humans

Last check in...

**Wikipedia is not dying**

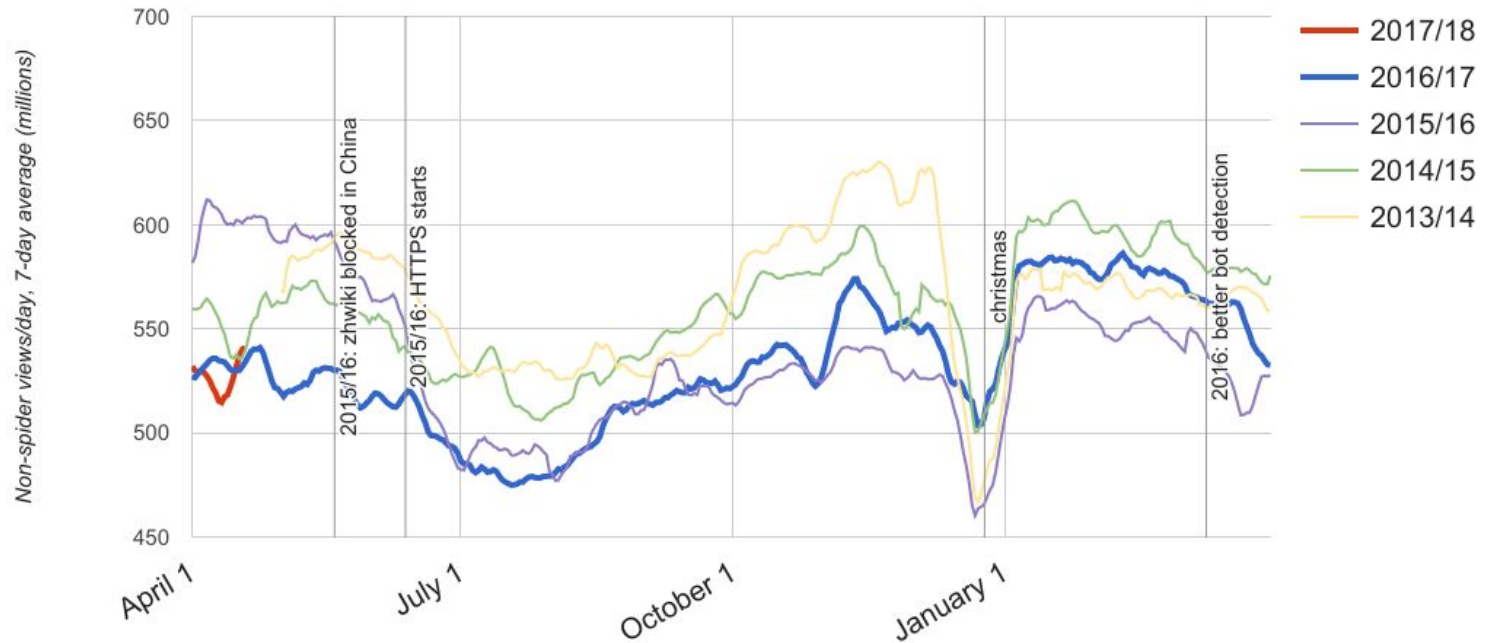
This check in...

**Wikipedia is still not  
dying**



Wikipedia is still not dying

## Wikimedia pageviews year-over-year comparison, May 2013-April 2017



For more details, see the separately posted Q3 Reading metrics deck

Apr 2017

**Reading**

## Organization-level Updates

- Reading Infrastructure investments (kickoffs)
  - Reading lists across platforms
  - Code sharing across platforms
  - Push notification infrastructure
  - Web re-architecture
- Strategy
  - 18 month retro
  - Revisit strategy → app strategy
  - Annual planning
- Structured data kickoff and onboarded Multimedia team
- Community/product setbacks
  - Wikidata descriptions on English mobile web
  - iOS Maps (the last green field)

Apr 2017

Reading

## What you learned:

### Did anything unexpected (good or bad) happen?

- Good: Support from other teams - in particular, the services team
- Bad: Universally, changes take longer than planned
- **Bad: Despite following best practices, having to pull features**
- **Good: Move to usertesting.com led to much more rapid qualitative testing**
- **Good: Onboarding the multimedia team without a dedicated PM or designer has moved fairly smoothly**

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

- Budget more time for community consultations (including technical consultations)
- ~~Budget more time for testing and QA~~
- Centralized processes and conversations

### Did you struggle with anything?

- Community consultations are hard to predict in terms of time, effort, outcome
- **We are blocked on development by 1-2 people**
- Analytics & metric driven approaches continue to be an issue, due to current infrastructure + privacy limitations
- ~~Recruitment for evaluative testing has been a challenge. New Readers has a unique challenge set here.~~

CHECK IN

Jan 2017

TEAM/DEPT

**Reading**

## Strategic Initiatives

### Improve

*encyclopedia experience*

Engagement and retention in current experiences

**EXISTING  
USERS**

### Reach

*new readers*

Reach new readers in the “Global South”

**NEW READERS**

### Interactivity

*with new experiences*

Collaborative and interactive experiences

**NEW  
MEMBERS**

## Based on Foundational Work

**Understand our users:** Qualitative and quantitative research about our readers

**Services:** Build out services to support new experiences across all channels

CHECK IN

Jan 2017

TEAM/DEPT

**Reading**

Strategic  
Initiatives

**Improve**

*encyclopedia experience*

**Product Program 3.**  
**Goal 2**

**Reach**

*new readers*

**Product program 3.**  
**Goal 3**

**Interactivity**

*with new experiences*

**Product program 3.**  
**Goal 4.**

Based on  
Foundational  
Work

Understand our users:

**Product program 1. Goal 1**

Services:

**Technology program 3. Goal 1**

Apr 2017

**Reading**

## **Program 3: Increase our global reach by increasing readership**

**Goal 1: Maintain core readership functions and services**

**Goal 2: Improve the encyclopedia experience**

Objective 1 – Increase retention across our reading experiences:

Objective 2 – Improve article rendering

Objective 3 – Integrate Wikidata

**Goal 3: Launch the New Readers project**

Objective 1 – Launch one new experience directed at new readers

**Goal 4: Foster a community of readers**

Objective 1 – Increase engagement across our reading experiences:

CHECK IN

TEAM/DEPT

Apr 2017

**Reading**

**Program 1: Increase engagement & retention by employing user-centered design**

**Goal 1: Use research-centered approach to drive product development**

Apr 2017

**Reading**

## **Program 3: Increase our global reach by increasing readership**

**Goal 1: Maintain core readership functions and services**

**Goal 2: Improve the encyclopedia experience**

Objective 1 – Increase retention across our reading experiences

Objective 2 – Improve article rendering

Objective 3 – Integrate Wikidata

**Goal 3: Launch the New Readers project**

Objective 1 – Launch one new experience directed at new readers

**Goal 4: Foster a community of readers**

Objective 1 – Increase engagement across our reading experiences:



Apr 2017

**Reading**3 [\[LINK\]](#)**GOAL: Improve the encyclopedia experience**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Increase retention across our reading experiences	<b>LAST QUARTER</b>	
	<b>Web</b> and Community liaisons, Services, Design Research	First stage of page preview rollouts on all wikis we tested with
	<b>NEXT QUARTER</b>	
	<b>Web</b> and Community liaisons, Services, Design Research	Release page previews features as the default experience to all Wikipedias (except English and German)

**STATUS: OBJECTIVE IN PROGRESS**

Apr 2017

**Reading**3 [\[LINK\]](#)**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

Good: Increased support from other teams - Services, Community Liaisons

Good: Allowed us to test new services to use in future projects

Good: Thorough QA before release led to smooth releases and few bugs

Good: Positive feedback from our communities

Good: Introducing new metrics for evaluating the feature

Bad: Changes took longer than originally planned

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

Focus on data collection earlier in the process - releases were slowed down due to bugs and inconsistencies in our metrics

**Did you struggle with anything?**

Data collection and analysis - many bugs with data collection slowed down releases

Apr 2017

**Reading**3 [[LINK](#)]**GOAL: Improve the encyclopedia experience**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Increase retention across our reading experiences	<b>LAST QUARTER</b>	
	<b>Web</b> with Community Liaisons, New Readers, Services	Create better printed content - update print styles for mobile web (see New Readers)
	<b>NEXT QUARTER</b>	
	<b>Web</b> with Community Liaisons, New Readers, Services	Update print styles for desktop web  Evaluate current OCG functionality and expand the functionality of the Electron Rendering Service

**STATUS : OBJECTIVE IN PROGRESS**

## Now

*This article is about the painting. For other uses, see [Mona Lisa \(disambiguation\)](#).*

**Mona Lisa**

Italian: *La Gioconda*, French: *La Joconde*



Artist	Leonardo da Vinci
Year	c. 1503–06, perhaps continuing until c. 1517
Type	Oil
Medium	Populus
Subject	Possibly <a href="#">Lisa Gherardini</a>
Dimensions	77 cm × 53 cm (30 in × 21 in)

## After

## WIKIPEDIA

## *Mona Lisa*

A Painting by Leonardo Di Vinci

The [Mona Lisa](#) is a half-length portrait of [Lisa Gherardini](#) by the Italian [Renaissance](#) artist [Leonardo da Vinci](#), which has been described as “the best known, the most visited, the most written about, the most sung about, the most parodied work of art in the world”.



Apr 2017

**Reading**3 [[LINK](#)]**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

Good: Research process toward providing new mobile print styles for mobile and desktop  
Good: Experimenting with mobile PDFs

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

Involve the team earlier in the design process to assess the technical feasibility of some of the functional and design requirements

**Did you struggle with anything?**

It was difficult to begin working on the project with other projects in flight

Apr 2017

**Reading**3 [\[LINK\]](#)**GOAL: Improve the encyclopedia experience**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Increase retention across our reading experiences	<b>LAST QUARTER</b>	
	<b>Reading Infrastructure</b> with WMF Services, and iOS	<b>Feed API:</b> Expanded <b>Featured</b> content to new languages and added <b>On This Day</b> content / evaluated <b>Trending</b> content <b>Push Notification API:</b> <a href="#">Created technical plan</a>
	<b>NEXT QUARTER</b>	
	<b>Reading Infrastructure</b> with WMF Services, Web, iOS, and Android	<b>Feed:</b> Release <b>Trending</b> and integrate into <b>Feed</b> <b>Push Notification API:</b> RFC and Begin development <b>Page Content API:</b> Create <a href="#">plan</a> and begin development <b>Reading Lists API:</b> Create plan, RFC and deploy to beta

**STATUS: OBJECTIVE IN PROGRESS**

Apr 2017

**Reading**3 [[LINK](#)]**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

Good: Lots of support from Services helping us get the beta API deployed before code freeze

Good: Monte Hurd stepped up and developed an On This Day endpoint. Integration into platforms is probably still a quarter out, but will allow us to ship some compelling prototypes that were developed last year.

**What would you do differently if you had to do it again?****Did you struggle with anything?**

Figuring out how to effectively get better markup in Main Pages/Current Events Portals/On This Day pages continues to be a struggle. Getting all Wikis to incorporate consistent and reliable markup to allow extraction of structured data to power APIs will require a lot of support from CL. Even with consistent support, expanding to more languages is extremely time consuming and difficult, and we have a lot on our plates. Multi Content Revisions could also help here, but in the interim it is hard to justify sinking time into this. And sadly, to the community it appears we are favoring en.wikipedia and the other big wikis.

Apr 2017

Reading

3 [\[LINK\]](#)

## GOAL: Improve the encyclopedia experience

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Improve the Encyclopedia browsing and reading experience to increase retention across our reading experiences	<b>LAST QUARTER</b>	
	<b>iOS</b>	<a href="#">Enable location based exploration and search</a> : Add a Places tab (building on Android v1) with map based search and browsing functionality.
	<b>NEXT QUARTER</b>	
	<b>iOS</b>	Ship a Places feature that our community can live with and our app users will love.  Evaluate changes to the Explore feed to make it more dynamic and timely, specifically add a near-realtime Top Articles card based on the Trending Edits API

**STATUS: OBJECTIVE IN PROGRESS**



CHECK IN

TEAM/DEPT

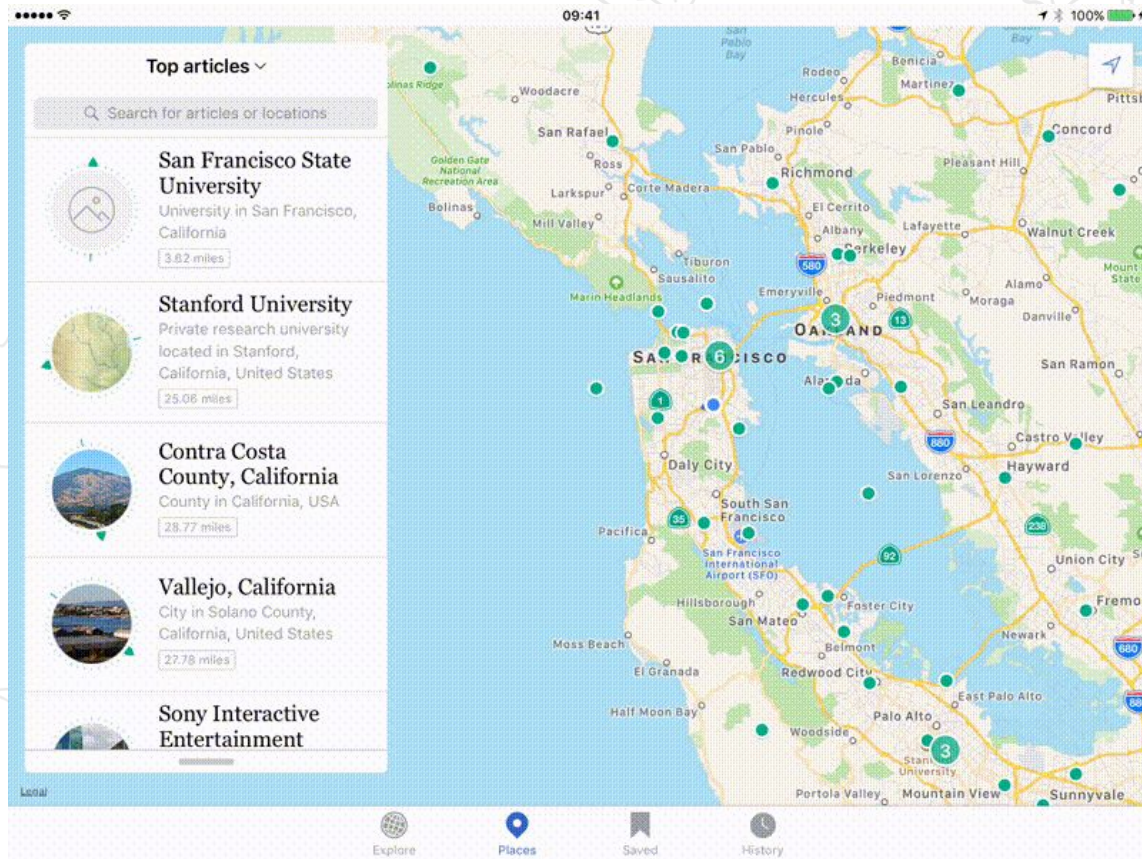
PROGRAM

WIKIMEDIA  
FOUNDATION  
ANNUAL PLAN

Apr 2017

Reading

3 [LINK]



Apr 2017

**Reading**3 [\[LINK\]](#)**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

An active volunteer, with whom we had a good collaborative relationship, did not accept that there was no shippable version of Places which used libre maps served by the WMF, and raised the issue on Wikimedia-l, prompting concerns about privacy and whether the use of the system's maps library was acceptable to our values.

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

More clearly explain and message the downsides and unworkable nature of the existing WMF maps service for use in the apps.

**Did you struggle with anything?**

That the “redlines” of community acceptability and tolerance for trade-offs around different values are unclear. Posting intentions publicly and repeatedly on blog and wiki does not ensure that objections could not be escalated at any time.

Apr 2017

Reading

3 [\[LINK\]](#)

## GOAL: Improve the encyclopedia experience

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Ensure a solid offline experience to create user confidence and set the stage for more advanced feature development	<b>LAST QUARTER</b>	
	<b>Android</b> with Design Research	Overhaul of the caching and saving architecture of the app and numerous improvements to make offline Reading Lists easier for users to manage and read.
	<b>NEXT QUARTER</b>	
	<b>Android</b> , New Readers	Develop a beta version of the app which supports the Kiwix ZIM file format and allows users to download packs of Wikipedia content and read them in the app. This work is inspired by a <a href="#">community tech wishlist proposal</a> by Doc James.

**STATUS: OBJECTIVE IN PROGRESS**

CHECK IN

Apr 2017

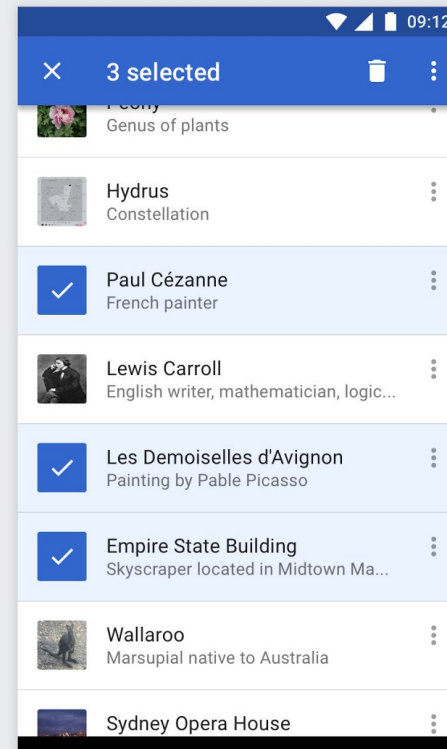
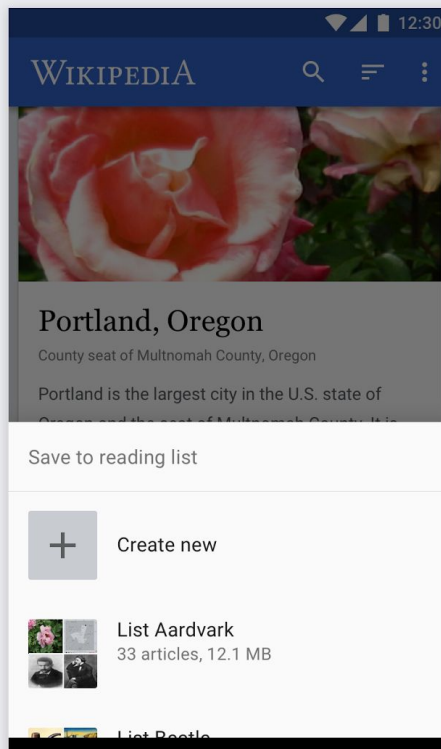
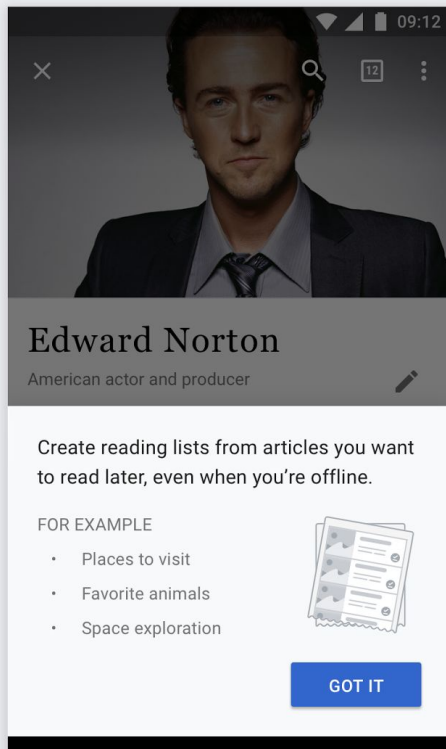
TEAM/DEPT

Reading

PROGRAM

3 [\[LINK\]](#)

WIKIMEDIA  
FOUNDATION  
ANNUAL PLAN



Apr 2017

**Reading**

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**Program 3: Increase our global reach by increasing readership**

**Goal 1: Maintain core readership functions and services**

**Goal 2: Improve the encyclopedia experience**

Objective 1 – Increase retention across our reading experiences

Objective 2 – Improve article rendering

Objective 3 – Integrate Wikidata

**Goal 3: Launch the New Readers project**

Objective 1 – Launch one new experience directed at new readers

**Goal 4: Foster a community of readers**

Objective 1 – Increase engagement across our reading experiences:

Apr 2017

**Reading**3 [[LINK](#)]**GOAL: Improve the encyclopedia experience**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Improve article rendering	<b>LAST QUARTER</b>	
	<b>Reading Infrastructure</b> with Security, Editing, and Community Liaisons	Empower editors to create mobile-friendly templates by allowing <code>&lt;style&gt;</code> tags to be attached to templates. The <a href="#">TemplateStyles</a> extension is deployed in production and there are no unaddressed major community concerns.
	<b>NEXT QUARTER</b>	
	<b>Reading Infrastructure</b> with Security, Editing, and Community Liaisons	Pending security review, the <a href="#">TemplateStyles</a> extension is deployed in production.

**STATUS: OBJECTIVE IN PROGRESS**

Apr 2017

**Reading**3 [\[LINK\]](#)**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

- Sometimes we become gridlocked on fundamental wikitext support changes like this.
- We were pleasantly met with constructive dialogue throughout.

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

There were a couple points during discussion of implementation approach where clarifying questions on Phabricator could have spared us a week or two. Letting the discussions play out was intentional in order to come to a consensus, although in the future it may make more sense to clarify items that seem worth clarification earlier. Furthermore, a choice on technical implementation could have been made sooner.

**Did you struggle with anything?**

Apr 2017

**Reading**

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### **Program 3: Increase our global reach by increasing readership**

**Goal 1: Maintain core readership functions and services**

**Goal 2: Improve the encyclopedia experience**

Objective 1 – Increase retention across our reading experiences

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**Goal 3: Launch the New Readers project**

Objective 1 – Launch one new experience directed at new readers

**Goal 4: Foster a community of readers**

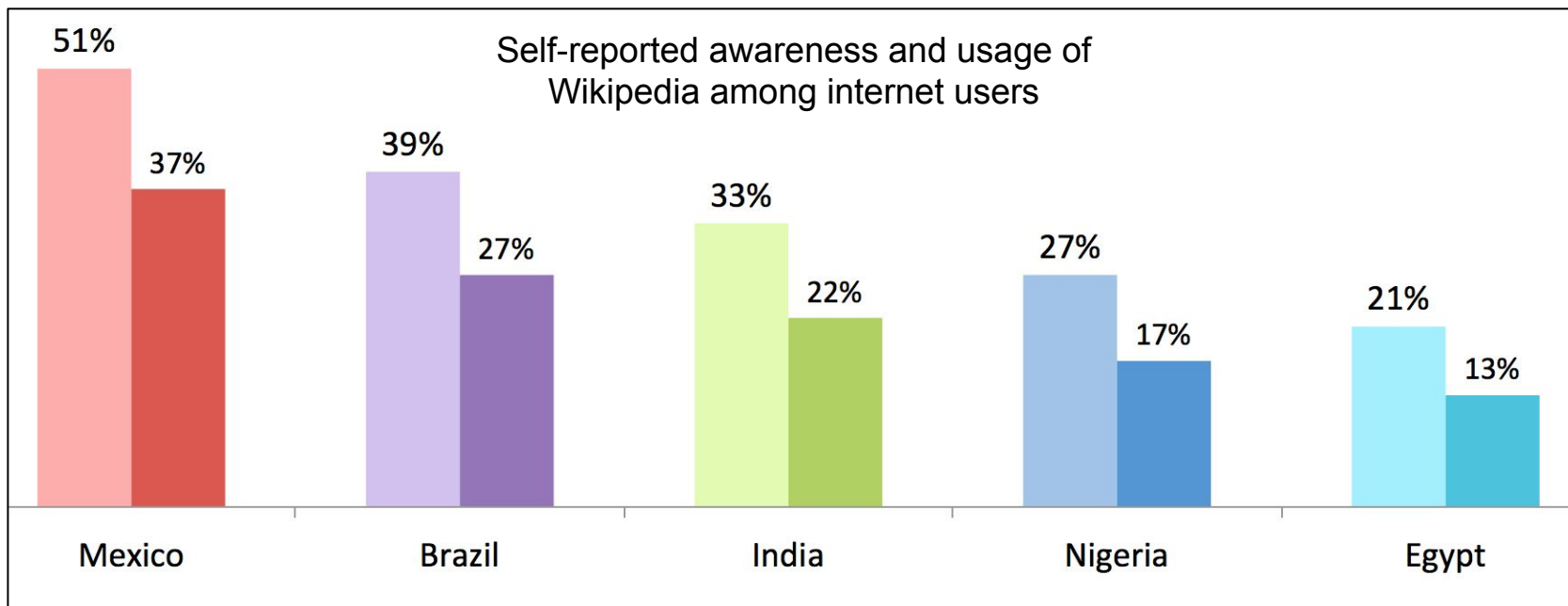
Objective 1 – Increase engagement across our reading experiences:



Apr 2017

**Reading**

**FINDING 21:** As a brand, Wikipedia is not widely recognized or understood. People are Wikipedia readers without realizing it.



Apr 2017

Reading

3 [\[LINK\]](#)

## GOAL: Launch the New Readers project

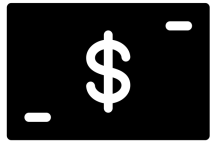


The New Readers team is focused on addressing 3 focus areas:  
Increasing **awareness** and improving **access** through offline and affordability.

**Awareness:** We worked with Reading Web to launch branding on the mobile site and will be evaluating this work in conjunction with marketing efforts in Iraq for a Wikipedia Zero launch. In Q4, we are testing the effectiveness of marketing campaigns in Nigeria and India. In FY1718, we'll begin writing rapid grants towards developing awareness (first pilots already started).



**Offline:** As discussed in the next slides, we're working with Android and Reading web to improve support both for mobile on both platforms. We're also advising Kiwix on a [grant](#) and developing an [industry analysis](#) for fully offline solutions.



**Affordability:** We worked to fully support a Wikipedia Zero launch in Iraq in Q3 and will be measuring and evaluating those efforts in Q4. We're also developing a broader understanding of the global initiatives for affordable internet.

Apr 2017

Reading

3 [\[LINK\]](#)**GOAL: Launch the New Readers project**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Launch one new experience directed at new readers.	<b>LAST QUARTER</b>	
	<b>New Readers</b> with design research and Reading Web.	Launch a new header to largest projects and languages for mobile web focused on increasing brand awareness for readers who don't know they are on Wikipedia. We expect to see an increase in awareness, advocacy, and retention over time as we pair this with other awareness-raising work.
	<b>NEXT QUARTER</b>	
	<b>Reading Web</b>	Continue localization of wordmarks for smaller projects and languages.

**STATUS: OBJECTIVE IN PROGRESS**

Apr 2017

Reading

## Old header

Carrier 5:58 PM

en.m.wikipedia.org

☰ Search Wikipedia (Beta)

## Barack Obama

🗨️ ☆ ✎️

**Barack Hussein Obama II**  
(US <sup>i</sup>/bəˈrɑːk huːˈseɪn oʊˈbɑːmə<sup>[1][2]</sup> born August 4, 1961) is an American politician who is the 44th and current [President of the United States](#). He is the first [African American](#) to hold the office and the first president born outside

## New header

Carrier 5:02 PM

☰ en.m.wikipedia.org

☰ WIKIPEDIA 🔍

## Barack Obama

🗨️ ☆ ✎️

**Barack Hussein Obama II**  
(US <sup>i</sup>/bəˈrɑːk huːˈseɪn oʊˈbɑːmə<sup>[1][2]</sup> born August 4, 1961) is an American politician who is the 44th and current [President of the United States](#). He is the first [African American](#) to hold the office and the first president born outside

CHECK IN

Apr 2017

TEAM/DEPT

**Reading**

ויקיפדיה

Википедия

VIQUIPÈDIA

ウィキペディア

WIKIPÉDIA

विकिपीडिया

Apr 2017

Reading

3 [\[LINK\]](#)

## GOAL: Launch the New Readers project

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Launch one new experience directed at new readers.	<b>LAST QUARTER</b>	
	<b>New Readers</b> with Design Research and Reading Web.	Hand off <a href="#">online to offline prototypes</a> with recommendations to the Reading Web team for moving to production. After 2 rounds of concept testing, move forward with mobile pdfs to support offline reading.
	<b>NEXT QUARTER</b>	
	<b>Reading Web</b> with New Readers	Deploy mobile-optimized print styles to support offline reading on smartphones.  This work is being done in conjunction with updates to the desktop print, described in slide 49.

**STATUS: OBJECTIVE IN PROGRESS**

Apr 2017

**Reading**3 [\[LINK\]](#)**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

Testing took longer than we expected, both with our internal processes and when working with a vendor. We have a better understanding of the cost and timeline for this type of research going forward.

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

For prototypes specifically targeting New Readers personas, we should plan to hire research firms on the ground in those countries to recruit the right participants. This will shorten the feedback cycle and unblock engineering.

**Did you struggle with anything?**

Navigating consultations with communities in tandem with research is complex and requires management. We'd like to develop a better framework for this going forward that we can apply to similar workflows.

Apr 2017

Reading

3 [\[LINK\]](#)**GOAL: Launch the New Readers project**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Launch one new experience directed at new readers	<b>LAST QUARTER</b>	
	<b>Web</b> with New Readers, Services, Community Liaisons	Assess the possibility of providing an offline-capable web app and unifying content through various services. Create a written report planning the technical and tactical implementation of building and releasing an offline-capable app that unifies content consumption under reading services
	<b>NEXT QUARTER</b>	
	<b>Web</b> with New Readers, Services, Community Liaisons	Define and scope changes to the mobile website for development in 2017-2018 based on the results from our research

**STATUS: OBJECTIVE IN PROGRESS**



**Program 3: Increase our global reach by increasing readership**

**Goal 1: Maintain core readership functions and services**

**Goal 2: Improve the encyclopedia experience**

Objective 1 – Increase retention across our reading experiences

Objective 2 – Improve article rendering

Objective 3 – Integrate Wikidata

**Goal 3: Launch the New Readers project**

Objective 1 – Launch one new experience directed at new readers

**Goal 4: Foster a community of readers**

Objective 1 – Increase engagement across our reading experiences:

Apr 2017

**Reading**3 [[LINK](#)]**GOAL: Foster a community of readers**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Increase engagement across our reading experiences.	<b>LAST QUARTER</b>	
	<b>Android</b> , Community liaisons, Wikidata	<a href="#">Enable editing of Wikidata descriptions from the app</a> for select languages.
	<b>NEXT QUARTER</b>	
	<b>Android</b> , Community liaisons, Wikidata	Roll out description editing to all languages and continue to monitor community feedback and usage.

**STATUS: OBJECTIVE IN PROGRESS**

CHECK IN

Apr 2017

TEAM/DEPT

Reading

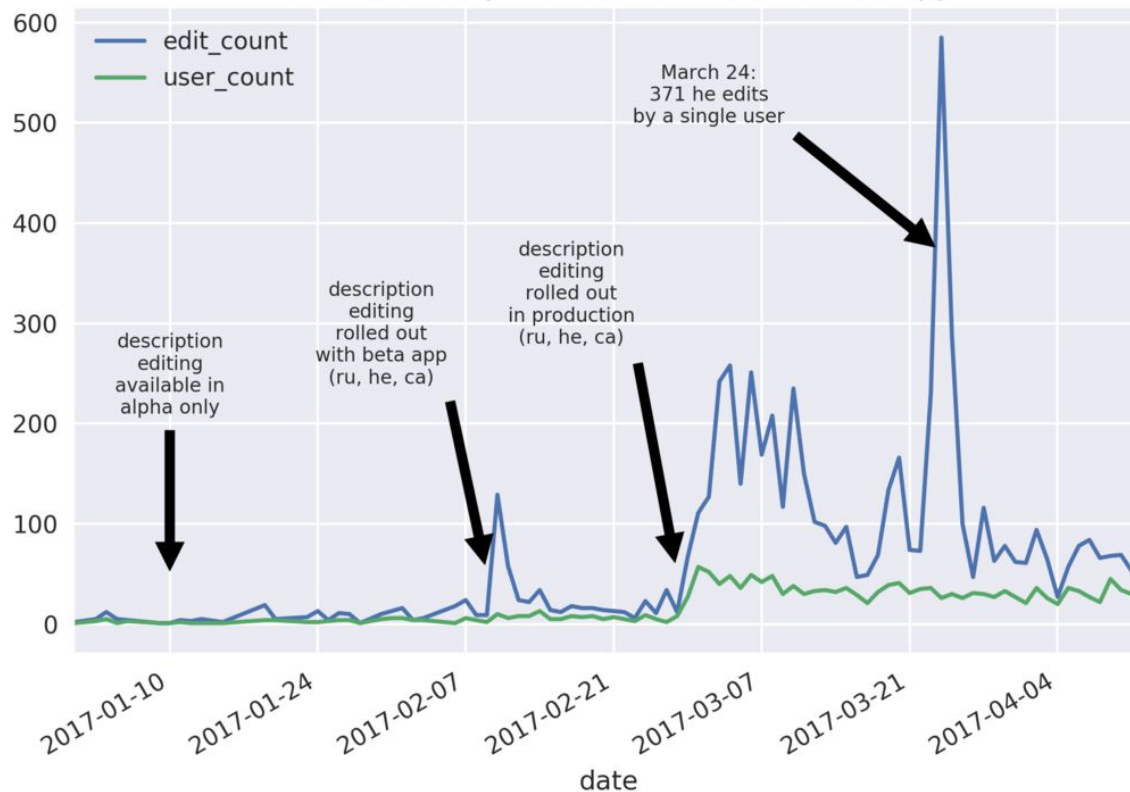
## Workflow steps for Wikidata article descriptions in the Android app



Apr 2017

**Reading**3 [\[LINK\]](#)

Wikidata description edits from the Android app



The app's share among all manual Wikidata description edits

(March 1-April 12)

Russian	29%
Hebrew	61%
Catalan	28%

Apr 2017

Reading

3 [\[LINK\]](#)

## What you learned working on this objective or workflow:

### Did anything unexpected (good or bad) happen?

The [revert rates](#) are higher than for description edits done on wikidata.org in browser, but not in a volume or rate to warrant changes.

We saw an increase in people starting and then stopping a new description. We expect that to plateau at some level, but will monitor.

During this quarter the use of Wikidata descriptions on articles in English Wikipedia became a source of concern for editors. This feature's roll out and transparent development process was useful to show progress on supporting mobile editable descriptions embedded within a Wikipedia article.

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

Nothing! We're rolling this out slowly, measuring and notifying as we go along. No regrets.

### Did you struggle with anything?

Expectations of community, particularly balancing the strategic desire to broaden our contribution methods and editor base with the existing editors desire for high quality information and low curation burden.

Apr 2017

**Reading**

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**Program 3: Increase our global reach by increasing readership**

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Objective 1 – Launch one new experience directed at new readers

**Goal 4: Foster a community of readers**

Objective 1 – Increase engagement across our reading experiences:

Apr 2017

**Reading**P3 [[LINK](#)]**GOAL: Maintain core readership functions and services**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Address failing PDF rendering tool	<b>LAST QUARTER</b>	
	<b>Reading Web</b> with Services, Operations	Community consultation around potentially replacing current PDF rendering and the impacts that will have
	<b>NEXT QUARTER</b>	
	<b>Reading Web</b> with Reading Infrastructure, CL	<ul style="list-style-type: none"> <li>• Community consultation around potentially replacing current PDF rendering and the impacts that will have</li> <li>• Exploring some basic, known functionality.</li> </ul>

**STATUS: OBJECTIVE IN PROGRESS**

Apr 2017

Reading

4 [\[LINK\]](#)**GOAL: Support 3D Files**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
<b>Objective 1: Strengthen interfaces</b>  Add support for additional file type based on community wish.	<b>LAST QUARTER</b>	
	<b>Multimedia</b> , Security, Performance, Services, Reading and Community Liaisons	Pick up the work on 3D file support by getting the 3d2png service and 3D extension into production, and working with Reading on MediaViewer integration.
	<b>NEXT QUARTER</b>	
	<b>Multimedia</b> , TechOps, Services, Community Liaisons, Communications	Evaluate and address user experience improvements for 3D model support via the beta cluster, and coordinate release to production with the Commons community.

**STATUS: OBJECTIVE IN PROGRESS**



Apr 2017

**Reading**4 [[LINK](#)]**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

As a part of the Structured Data on Commons program, the Multimedia engineers joined Reading at the cutover from Q3 to Q4, after having discussed the transition. This was a relatively smooth transition.

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

We might arrange for specific agile workflow at the start of such a transition. This said, it's something we'll be investigating over the course of Q4.

**Did you struggle with anything?**

We ran into some delays packaging up binaries to support the deployment. This is not atypical for such things - usage of binaries often entails specific packaging to get things working.

CHECK IN

TEAM/DEPT

Apr 2017

**Reading**

---

**Program 1: Increase engagement & retention by employing user-centered design**

**Goal 1: Use research-centered approach to drive product development**

Apr 2017

**Reading**1 [\[LINK\]](#)**GOAL: Understand our users**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Improve how readers provide feedback to help drive product design and development	<b>LAST QUARTER</b>	
	<b>iOS, Android, RI, Research</b>	Recruit a pool of user testers via an in-app announcement. On iOS run a longitudinal “diary” study following a sample of users actions in the app in detail, to understand how users interact with the app, and how and when they use the Explore feed.  <a href="#">Develop and use a qualitative system to test WikiVectors vs MoreLike Recommendation Systems.</a>
	<b>NEXT QUARTER</b>	
	<b>iOS, Android, Research</b>	Run follow-up user motivation surveys to firm up a broader picture of why users use the apps and web.

**STATUS: OBJECTIVE IN PROGRESS**

Apr 2017

**Reading**1 [\[LINK\]](#)**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

This was a pilot study, which aimed to both understand how a sample of users live with the app on a day-to-day basis, as well as test tools and processes for doing similar studies in the future. We learned that people do use the Explore feed regularly, and what actions that leads to, as well as a few small pain points or points of confusion.

We were also able to determine that the Appsee tool we used to conduct the survey was not so useful as to be a must-have tool for the apps teams, and we plan to refocus on improving our use of EventLogging and development of our own app analytics.

**What would you do differently if you had to do it again?****Did you struggle with anything?**

Recruiting and retaining participants without being able to compensate them is challenging.

# Community Tech Objectives

April 2017 quarterly check-in



**WIKIMEDIA**  
FOUNDATION



# Community Tech

Meet the needs of active Wikimedia contributors for improved, expert-focused curation and moderation tools.

April 2017

**Community Tech**[\[2016 Community Wishlist\]](#)

Rank	Proposal	Status
1	Global gadgets	
2	Edit summary length for non-Latin languages	Investigation
3	Section heading URLs for non-Latin languages	Investigation
4	Global settings	
5	Rewrite Xtools	Q4
6	Wikitext editor syntax highlighting	Q4
7	Warning on unsuccessful login attempts	Q3
8	Automatic archive for new external links	
9	Fix Mr.Z-bot's popular pages report	Q3
10	User rights expiration	Q4

April 2017

Community Tech

5 [\[LINK\]](#)**GOAL: Build and maintain community tools used by active contribs**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Investigate and address top 10 wishes from Community Wishlist Survey	<b>LAST QUARTER</b>	
	Collaboration team	<ul style="list-style-type: none"> <li>• <a href="#">Popular pages report</a> (wish #9) deployed on English WP. This feature helps WikiProjects understand which articles are most read every month.</li> <li>• <a href="#">LoginNotify</a> (wish #7) still in progress. This feature informs users of failed login attempts.</li> </ul>
Support Community Engagement work	Support & Safety	<ul style="list-style-type: none"> <li>• <a href="#">Cookie blocking</a> deployed to English Wikipedia, and all wikis on May 1st. This extends the autoblock system to work even if a banned user changes IPs and accounts.</li> </ul>

**STATUS : OBJECTIVE IN PROGRESS**



April 2017

**Community Tech**[\[Popular Pages bot\]](#)

## Wikipedia:WikiProject Spiders/Popular pages

From Wikipedia, the free encyclopedia

[< Wikipedia:WikiProject Spiders](#)

This is a list of pages in the scope of Wikipedia:WikiProject Spiders along with pageviews.

To report bugs, please write on the Community tech bot talk page on Meta.

Period: 2017-02-01 to 2017-02-28.

Updated on: 15:06, 16 March 2017 (UTC)

Rank ↕	Page title ↕	Views ↕	Views per day (average) ↕	Assessment ↕	Importance ↕	Link to pageviews tool ↕
1	<a href="#">Spider</a>	104163	3857	<span>⊕</span> GA	Top	<a href="#">Link</a>
2	<a href="#">Redback spider</a>	69979	2591	<span>🦋</span> FA	Mid	<a href="#">Link</a>
3	<a href="#">Huntsman spider</a>	58982	2184	B	High	<a href="#">Link</a>
4	<a href="#">Australian funnel-web spider</a>	54384	2014	Start	Mid	<a href="#">Link</a>
5	<a href="#">Brown recluse spider</a>	51542	1908	B	High	<a href="#">Link</a>
6	<a href="#">Tarantula</a>	45618	1689	C	High	<a href="#">Link</a>
7	<a href="#">Wolf spider</a>	37868	1402	Start	High	<a href="#">Link</a>
8	<a href="#">Latrodectus</a>	37017	1371	C	Mid	<a href="#">Link</a>
9	<a href="#">Arachnid</a>	35953	1331	B	Top	<a href="#">Link</a>
10	<a href="#">Brazilian wandering spider</a>	34610	1281	C	Mid	<a href="#">Link</a>

April 2017

**Community Tech**[\[LoginNotify\]](#) Niharika[Talk](#) [Sandbox](#) [Preferences](#) [Beta](#)**Alerts****Mark all as read**

There have been **4 failed attempts** to login to your account since the last time you logged in. If this was you, then you can disregard this message. If it wasn't, please make sure your account has a strong password.

[Change password](#)

2m

CHECK IN

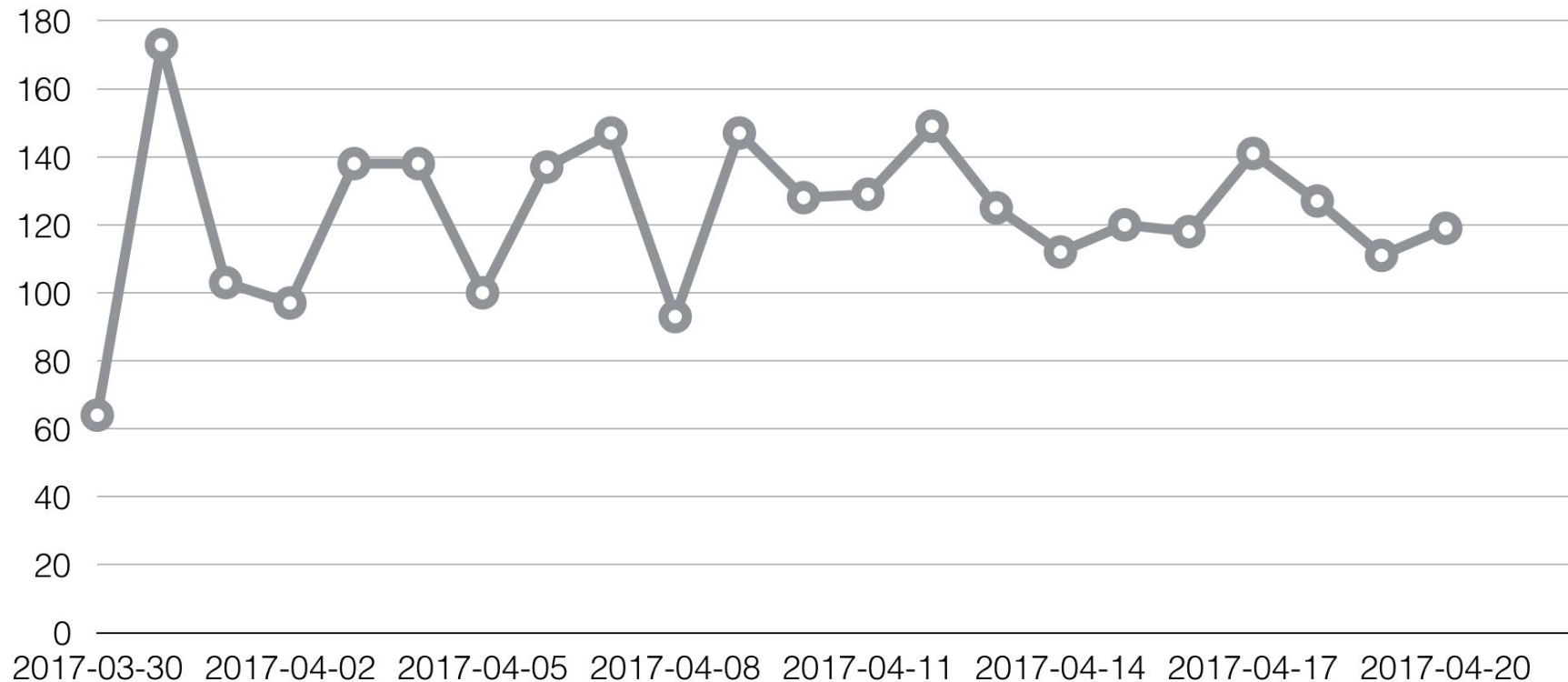
TEAM/DEPT

April 2017

**Community Tech**

[\[Cookie blocking\]](#)

Unique accounts cookie-blocked per day



EventLogging data, showing unique accounts per day that trigger a cookie-related block.

April 2017

**Community Tech**5 [\[LINK\]](#)**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

For the first Community Wishlist, we started in January with 10 wishes and 2 developers on the team, which forced us to narrow our focus early on and pick the first couple projects to work on. This year, we started with 4 developers, which allowed us the freedom to scatter a bit, investigating several projects at once. That's awesome -- more work getting done, always good -- but it meant that we started work on some Q4 projects before we finished up the Q3 projects. That's why LoginNotify is lagging behind. On the upside, the Q4 projects are in great shape.

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

Cookie blocking -- We picked up this project in November, estimating it would be done by mid-January, but there was more disagreement about use cases than we anticipated. We spent too much time chasing edge cases, and we should have kept a tighter lid on scope. But we figured that out, established some boundaries, and finished the project.

**Did you struggle with anything?**

Cross-wiki watchlist is still troublesome. It's a large investment, full of complicated back-end open questions. We've got a new developer joining the team during Q4 who we expect will be able to help us tackle this project.

April 2017

Community Tech

5 [\[LINK\]](#)**GOAL: Build and maintain community tools used by active contribs**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Investigate and address top 10 wishes from Community Wishlist Survey	<b>NEXT QUARTER</b>	
	Ed on Editing, Matthew Bowker, User:TTO	<ul style="list-style-type: none"> <li>• Improve and release <a href="#">Wikitext syntax highlighting</a> for the classic editor on all Latin alphabet wikis. This feature simplifies wikitext debugging and makes it easier for new users to edit wikitext.</li> <li>• With User:Matthewrbowker, modernize and stabilize the <a href="#">X-Tools suite of tools</a>, which includes Article Information, Edit Counter, Pages Created, Edit Blamer, Adminstats, RfX Analyzer, among other features.</li> <li>• With User:TTO, add <a href="#">user rights expiration</a> to core MediaWiki. This feature allows admins and functionaries to grant temporary permissions.</li> </ul>
Support Community Engagement work	Resources team	<ul style="list-style-type: none"> <li>• Build a <a href="#">Grant metrics tool</a> to simplify metrics reporting for grant recipients.</li> </ul>

# Anti-Harassment Tools

Building software and influencing community policy to reduce and fairly resolve incidents of harassment that occur on Wikipedia.

Apr 2017

**Community Tech**5 [\[LINK\]](#)

## Anti-Harassment Tools team overview

The Anti-Harassment Tools team is focused on addressing 4 focus areas:



**Detection** — We will make it easier and more efficient for editors to identify and flag harassing behavior.



**Reporting** — We will provide victims improved ways to report instances that are more respectful of their privacy, less chaotic and less stressful than the current workflows.



**Evaluation** — We will build tools to help volunteers understand and evaluate harassment cases, and inform the best way to respond.



**Blocking** — We will improve existing tools and create new tools, if appropriate, to remove troublesome actors from communities or certain areas within and to make it more difficult for someone who's blocked from the site to return.



# New Hires



Sydney Poore  
Community Advocate



Caroline Sinderson  
Product Analyst



Trevor Bolliger  
Product Manager



April 2017

Community Tech

5 [\[LINK\]](#)**GOAL: Reduce and resolve incidents of harassment**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Reduce and resolve incidents of harassment occurring on Wikimedia communities	<b>LAST QUARTER</b>	
	Community Engagement, Talent & Culture	<ul style="list-style-type: none"> <li>• Hired &amp; begun onboarding of three members of the team: Community Advocate, Product Analyst, &amp; Product Manager</li> <li>• Began research on existing systems including <a href="#">AbuseFilter</a> and <a href="#">Trust &amp; Safety tools</a></li> <li>• Began research on potential new systems including <a href="#">user interaction history</a> tool and <a href="#">per-page blocking</a></li> </ul>

**STATUS: OBJECTIVE IN PROGRESS**

April 2017

Community Tech

5 [\[LINK\]](#)**GOAL: Reduce and resolve incidents of harassment**

What is your objective / workflow?	Who are you working with?	What impact / deliverables are you expecting?
Reduce and resolve incidents of harassment occurring on Wikimedia communities	<b>NEXT QUARTER</b>	
	Community Engagement, Research, Talent & Culture	<ul style="list-style-type: none"> <li>• Hire and onboard two developers</li> <li>• Make requested changes to <a href="#">Trust &amp; Safety tools</a> for child protection and DMCA workflows.</li> <li>• Continue research &amp; begin community consultation about <a href="#">AbuseFilter</a> improvements and <a href="#">user interaction history tool</a></li> </ul>

April 2017

**Community Tech**5 [[LINK](#)]**What you learned working on this objective or workflow:****Did anything unexpected (good or bad) happen?**

The outpouring of support from WMF colleagues and Wikimedia users has been surprising and amazing! The new team is all subject matter experts — Sydney has been an ENWP admin for over a decade, Caroline has been researching online behavior and harassment since 2012, and Trevor has been product managing MediaWiki features since 2011.

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

n/a

**Did you struggle with anything?**

Hiring the two developer positions is unfortunately taking longer than expected. Sarah Roth is doing great work and we now have some strong candidates in the pipeline.

# Questions?

# TPG + Reading + Community Tech Appendix

April 2017 quarterly check-in



**WIKIMEDIA**  
FOUNDATION

CHECK IN

Apr 2017

TEAM/DEPT

**Reading + Community Tech**

PROGRAM

Appendix: Key metrics

For the reading metrics covering this time period,  
please see:

[https://commons.wikimedia.org/wiki/File:Wikimedia\\_Foundation\\_Reading\\_metrics\\_Q3\\_2016-17\\_\(Jan-Mar\\_2017\).pdf](https://commons.wikimedia.org/wiki/File:Wikimedia_Foundation_Reading_metrics_Q3_2016-17_(Jan-Mar_2017).pdf)