

**ANALYZING  
CROSS-COMMUNITY  
ECOSYSTEMS  
WITH BITERGIA ANALYTICS**



**Bitergia**

# TABLE OF CONTENT

80+ Contributing external organizations

Expanding Ecosystems

Bitergia Analytics Dashboard

- Goal-question-metric approach
- Solution

Network analysis and Identity affiliation

- Goal-question-metric approach
- Solution

About Bitergia analytics platform

About Bitergia

Visit [bitergia.com](http://bitergia.com) for information about Bitergia's services and email [info@bitergia.com](mailto:info@bitergia.com) to schedule a demo.

Developer community grew 10x



# DISCLAIMER

*This use case was developed in cooperation with one of Bitergia's Open Source Software Foundation customers but was anonymized to respect a non-disclosure agreement.*

*The customer will be referred to as Open Source Community Manager*



# EXPANDING ECOSYSTEMS

Bitergia has been working with an Open Source Community Manager whose role is to manage the cross-community ecosystem and communicate the value that the project community has within its expanding ecosystem.

*"The key use of Bitergia Analytics at my Company is to discover and follow points of community engagement. I **need to know what is going on**, who is engaged or not engaged, what companies are involved, and who is contributing."*

Open Source  
Community Manager

Our client has several **goals** on a daily basis, including:

- See who is new within the community (company contributors and non-company contributors) and see who is unknown. Discover new users of the upstream community projects of Company's open source products.
- Identify who are leaders and connectors within and between the projects.

# GOAL - QUESTION - METRIC

**Goals:** See who is new within the Community (company contributors and non-company contributors) and see who is unknown. Uncover who is newly using the open source version of the company's open source products.

## Questions:

- Who are the new contributors and organizations in the community?
- Which contributors are from the company and which are not?

*"I login every Saturday morning to the Bitergia Analytics dashboard, with a fresh cup of coffee in hand:*

*I look at the dashboard, look at the **organization donut** and the **last attracted developers** to see who is new, exclude company contributors from my view, look at the last 30 days, and see which new contributors are unknown to me. I can see who is using, complaining, contributing, or asking about the project and run a report by dropping individuals into a spreadsheet."*

Open Source Community Manager

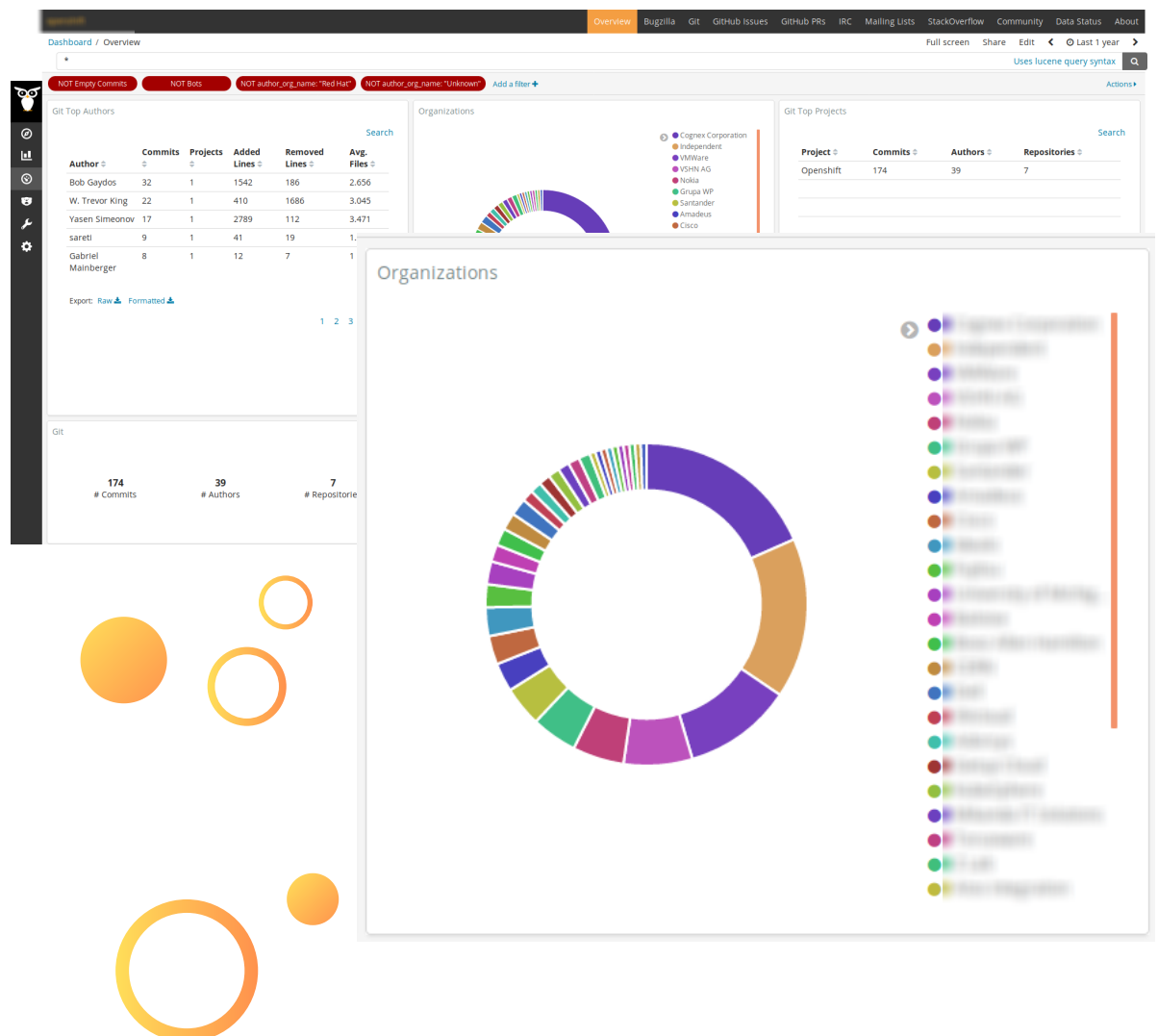


# SOLUTION: BITERGIA ANALYTICS DASHBOARD

Bitergia created a customized dashboard with visualizations that address Customer's needs.

## Metric Visualization - Organization Donut:

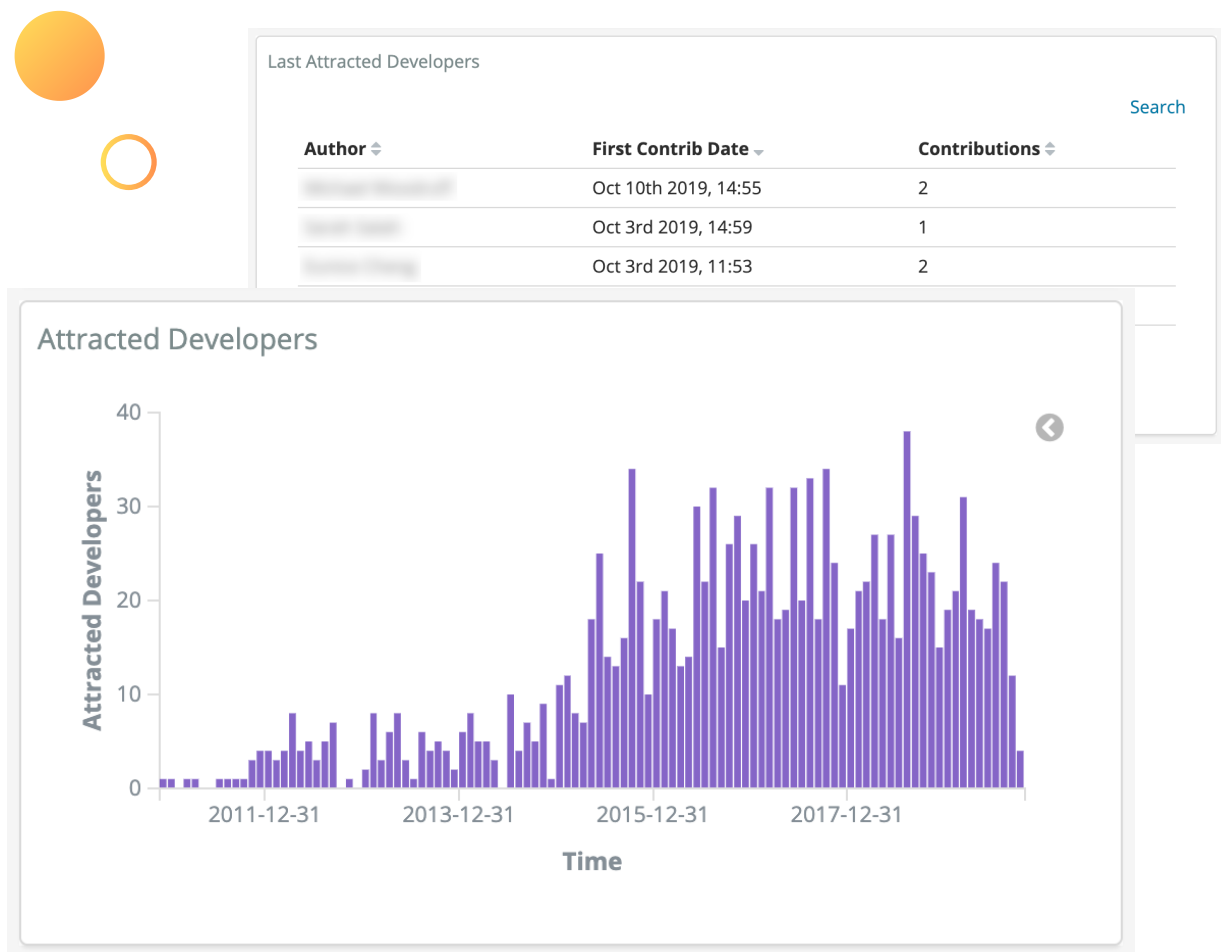
The *organization donut* shows the ratio in which members of organizations are contributing to the project. Clicking on an organization allows to add a filter for seeing contribution data for only that organization or excluding it.



After filtering the dashboard data to only show non-company contributors, the Open Source Community Manager can see who is new to the community by looking at the "Last Attracted Developers" visualization.

## Metric Visualization - Last Attracted Developers:

The *Last Attracted Developers* table shows when a contributor made their first contribution to any project. The *Attracted Developers* bar chart shows over time the velocity of attracting new contributors.



# GOAL. QUESTION. METRIC

**Goal:** Identify who are leaders and connectors within and between the projects of the community ecosystem.

*"I worked on the **network analysis** with Bitergia's help:*

*I learned new tools in Bitergia Analytics to understand inter-project collaborations. It is very important for me to identify **who are leaders and who is connecting projects**. That helps me find speakers for conferences, find someone to make an introduction, or find someone to debug a bug."*

Open Source  
Community Manager

## Questions:

- Which project members contribute to more than one project in the community ecosystem?
- For a new contributor: What connections should we facilitate to integrate this person better and faster into the project?



# SOLUTION: NETWORK ANALYSIS AND IDENTITY AFFILIATION

While developing custom visualizations for Bitergia's customer, needs and requirements evolved, resulting in ideas for innovative new visualizations. Most recently, Bitergia provided consultancy services focusing on network analysis and cross-community collaboration.

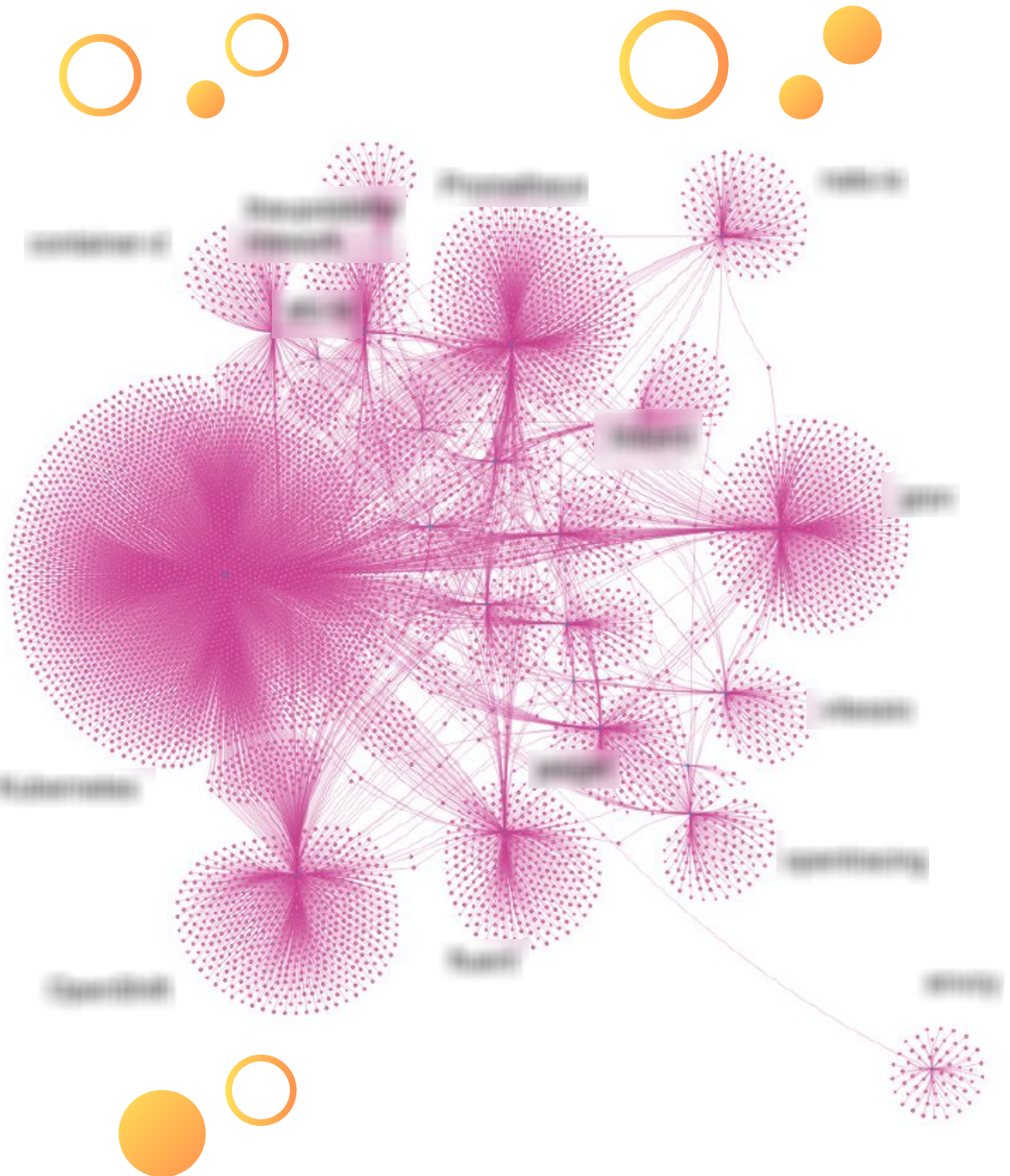
*THE VALUE OF BITERGIA IS THAT IT HELPS SCALE ME. I was able to scale my work as the community grew the number of developers by a factor of 10x. Having Bitergia Analytics is **like having another person on the team to help me understand the community.***

*Without a tool like Bitergia Analytics to understand the connections within the community it is impossible to manage the community. The tool has been incredibly helpful in connecting with individuals. Without this tool, I would not know who is in the community or how to connect with them. **This dashboard saves time. Without Bitergia, I could not do the job that I am doing!***

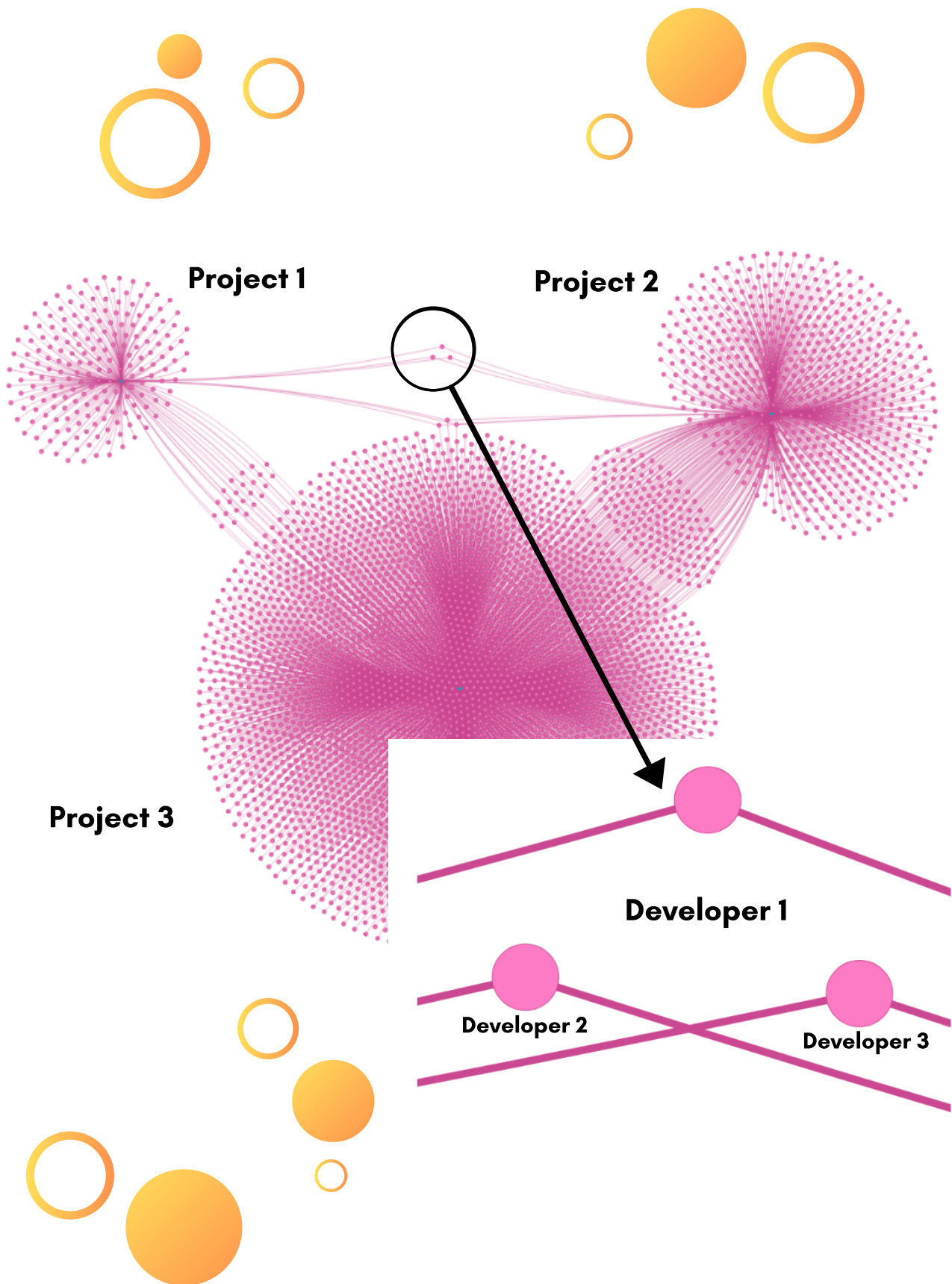
Open Source  
Community Manager

## Metric Visualization - Collaboration Network Diagram:

To analyze community connections, Bitergia worked with customer's open source Community Manager to develop a complete network visualization to understand the ecosystem of Community X's projects and people.



With this network analysis, the customer was able to identify the different connectors and people within the different projects, and the relationship between them.





# ABOUT BITERGIA ANALYTICS PLATFORM

Bitergia Analytics is specialized in analyzing software development projects and its core platform is 100% open source. It collects data from 30+ different data sources related to collaborative and social software development and allows you to identify contributors and organizations for more detailed reporting and improve decision making

## BITERGIA ANALYTICS INSIGHTS

- Track growth, performance, and progress
- Discover influencers & analyze trends in your project
- Understand code review processes, ticketing, and issues
- Cross, combine, and visualize data
- Easily analyze comments, forums, and chats

# ABOUT BITERGIA

Bitergia helps companies improve the ROI of their software development projects by providing tools and knowledge to improve decision making. It is specialized in analyzing software development projects and its core platform is 100% open source.



Bitergia is a company with 15+ years experience in research focused on collaborative software development methodologies and software development quality models. Our specialized team has been working with a wide variety of companies and organizations that had a need for actionable insights and better understanding of software development community and processes.