

WHO CARES IF THE CODE IS FREE?

USER EXPERIENCE (UX) & OPEN SOURCE

MÁIRÍN 'MO' DUFFY

Principal Interaction Designer



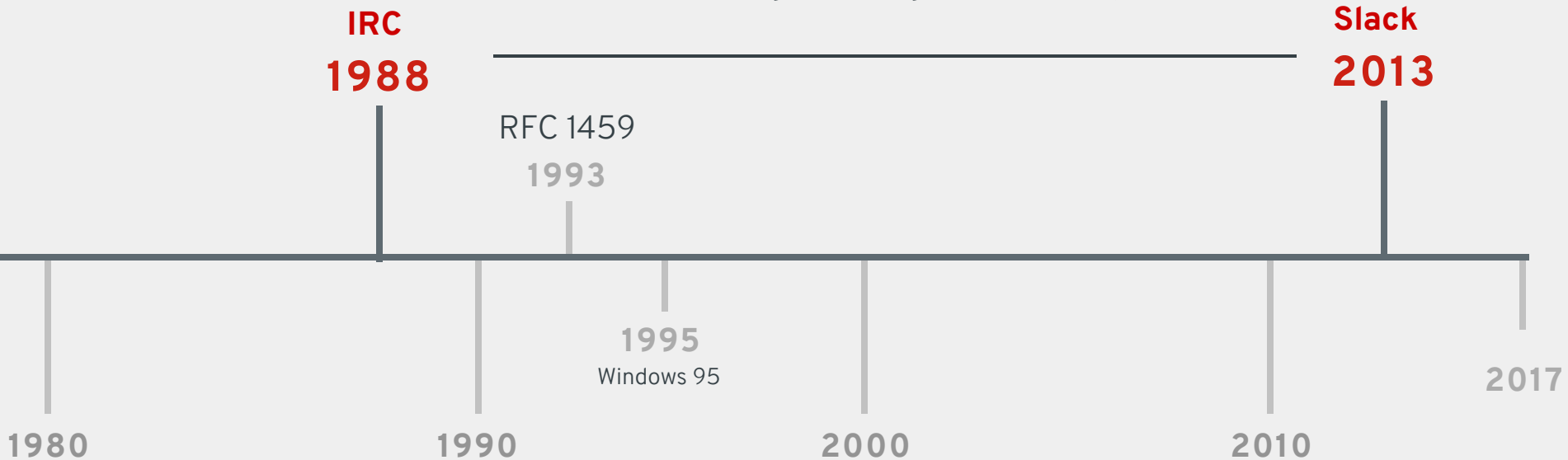
**OPEN SOURCE
==
BAD UX**

“ The success of Slack says more about the lack of our UX skills as open source scene than it says about Slack's engineering.

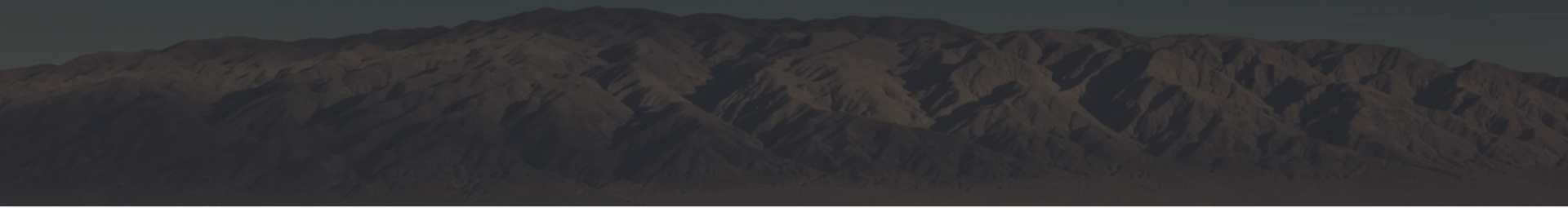
– Johannes 'fish' Ziemke (@discordianfish) January 25, 2017

<https://twitter.com/discordianfish/status/824281126353125377>

A lot of things about the internet, technology, and society changed during this 25 year period.



LOST POTENTIAL



THE PLOT SUMMARY:

YET ANOTHER STARTUP....

SHINY, CONVENIENT...

PROPRIETARY, NO OPEN
STANDARD....

GONE IN A FEW MONTHS...




2002-November:	Thread	Date	Author	Gzip'd Text 55797 bytes
2002-October:	Thread	Date	Author	Gzip'd Text 93870 bytes
2002-September:	Thread	Date	Author	Gzip'd Text 88699 bytes
2002-August:	Thread	Date	Author	Gzip'd Text 429277 bytes
2002-July:	Thread	Date	Author	Gzip'd Text 67836 bytes
2002-June:	Thread	Date	Author	Gzip'd Text 365537 bytes
2002-May:	Thread	Date	Author	Gzip'd Text 86272 bytes
2002-April:	Thread	Date	Author	Gzip'd Text 165575 bytes
2002-March:	Thread	Date	Author	Gzip'd Text 42947 bytes
2002-February:	Thread	Date	Author	Gzip'd Text 59689 bytes
2002-January:	Thread	Date	Author	Gzip'd Text 86712 bytes
2001-December:	Thread	Date	Author	Gzip'd Text 325951 bytes
2001-November:	Thread	Date	Author	Gzip'd Text 251564 bytes
2001-October:	Thread	Date	Author	Gzip'd Text 293002 bytes
2001-September:	Thread	Date	Author	Gzip'd Text 207455 bytes
2001-August:	Thread	Date	Author	Gzip'd Text 283468 bytes
2001-July:	Thread	Date	Author	Gzip'd Text 232418 bytes
2001-June:	Thread	Date	Author	Gzip'd Text 137419 bytes
2001-May:	Thread	Date	Author	Gzip'd Text 215071 bytes
2001-April:	Thread	Date	Author	Gzip'd Text 123414 bytes
2001-March:	Thread	Date	Author	Gzip'd Text 121205 bytes
2001-February:	Thread	Date	Author	Gzip'd Text 122742 bytes
2001-January:	Thread	Date	Author	Gzip'd Text 121848 bytes
2000-December:	Thread	Date	Author	Gzip'd Text 140441 bytes
2000-November:	Thread	Date	Author	Gzip'd Text 174309 bytes
2000-October:	Thread	Date	Author	Gzip'd Text 207907 bytes
2000-September:	Thread	Date	Author	Gzip'd Text 187673 bytes
2000-August:	Thread	Date	Author	Gzip'd Text 559091 bytes
2000-July:	Thread	Date	Author	Gzip'd Text 127985 bytes
2000-June:	Thread	Date	Author	Gzip'd Text 322117 bytes
2000-May:	Thread	Date	Author	Gzip'd Text 210769 bytes
2000-April:	Thread	Date	Author	Gzip'd Text 210328 bytes
2000-March:	Thread	Date	Author	Gzip'd Text 94131 bytes
2000-February:	Thread	Date	Author	Gzip'd Text 203222 bytes
2000-January:	Thread	Date	Author	Gzip'd Text 115240 bytes
1999-December:	Thread	Date	Author	Gzip'd Text 84119 bytes
1999-November:	Thread	Date	Author	Gzip'd Text 1365421 bytes
1999-October:	Thread	Date	Author	Gzip'd Text 229961 bytes
1999-September:	Thread	Date	Author	Gzip'd Text 74694 bytes
1999-July:	Thread	Date	Author	Gzip'd Text 88319 bytes
1999-June:	Thread	Date	Author	Gzip'd Text 166365 bytes
1999-May:	Thread	Date	Author	Gzip'd Text 150849 bytes
1999-April:	Thread	Date	Author	Gzip'd Text 178497 bytes
1999-March:	Thread	Date	Author	Gzip'd Text 117544 bytes
1999-February:	Thread	Date	Author	Gzip'd Text 313646 bytes
1999-January:	Thread	Date	Author	Gzip'd Text 242420 bytes
1998-December:	Thread	Date	Author	Gzip'd Text 335226 bytes
1998-November:	Thread	Date	Author	Gzip'd Text 285897 bytes
1998-October:	Thread	Date	Author	Gzip'd Text 192067 bytes
1998-September:	Thread	Date	Author	Gzip'd Text 154328 bytes
1998-August:	Thread	Date	Author	Gzip'd Text 116466 bytes
1998-July:	Thread	Date	Author	Gzip'd Text 152854 bytes

LONGEVITY

NICE TRY

 "Hey, our API is open! You can use it!"

  "Well... our client is open source!"

   "We use open source technology and contribute back."

That's great, but you still might....

- Hold and control user data, sometimes indefinitely.
- Surveil users: monitor and analyze activity.
- Steal users' time and attention and sell them or profit.
- Could go out of biz or get bought anytime.

PURPOSE

**GREATER
GOOD**

>

PROFIT

OPEN SOURCE

CUSTOMIZEABLE

BENEFITS ALL

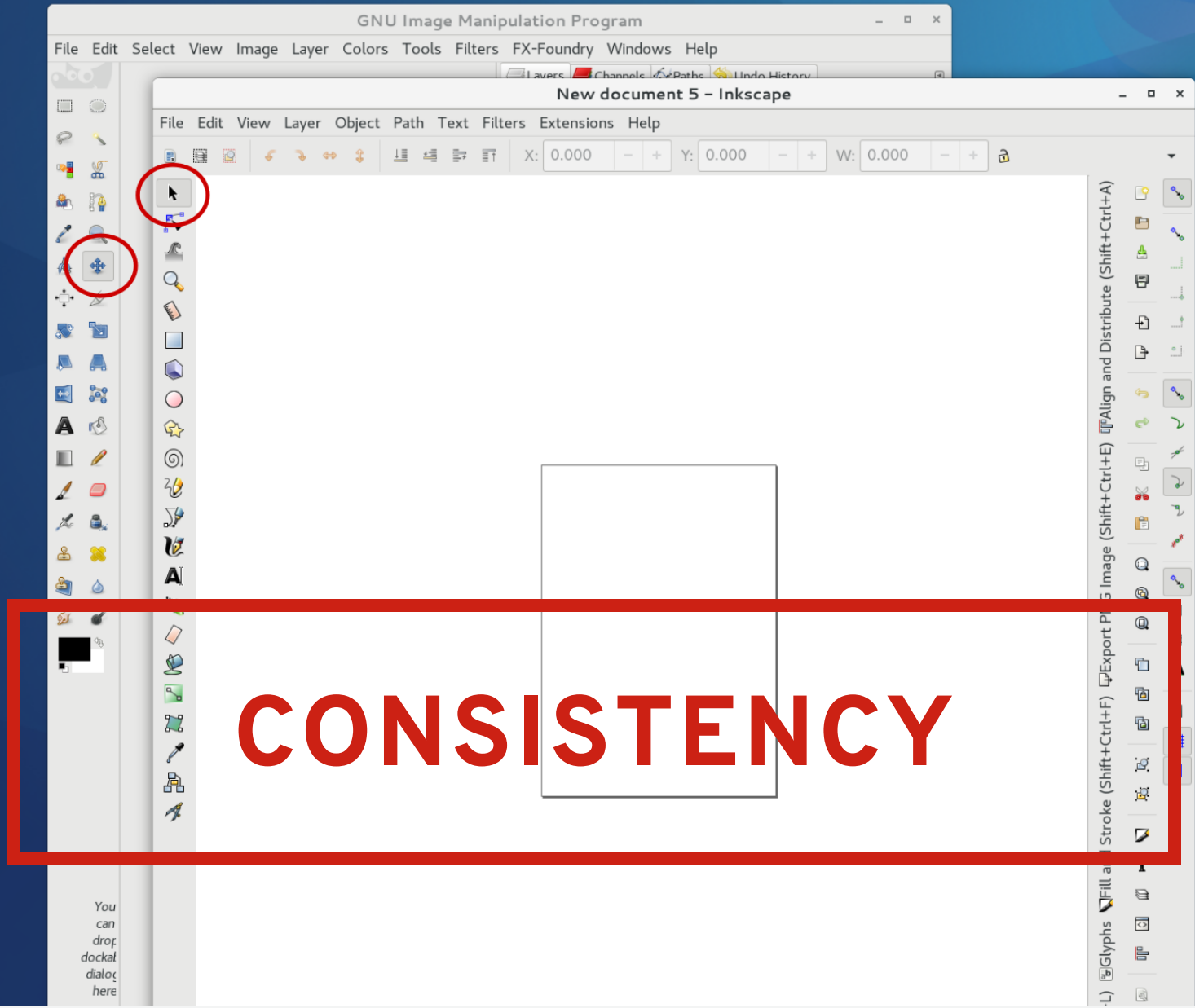
PROPRIETARY COMPANY

ONE SIZE FITS ALL

BENEFITS FEW



OPEN SOURCE UX ISSUES



INTEGRATION

A close-up, slightly blurred photograph of a 3D printer in operation. The printer is a desktop model with a black frame and yellow accents. A yellow filament is being extruded from the nozzle, forming a small, yellow, octopus-like object on a brown print bed. The background is out of focus, showing more of the printer's structure and some indistinct shapes.

UX DEBT

“ ...But the chain of logic from 'Linux is about choice' to 'ship everything and let the user choose how they want their sound to not work' starts with fallacy and ends with disaster.

- Adam Jackson, fedora-devel-list Jan 2008

aboutchoice.com

A ring-tailed lemur is perched on a weathered wooden branch. It has a greyish-brown body, a white chest, and a distinctive black and white striped tail. Its face is white with black markings around its eyes and a black nose. It is looking directly at the camera with a calm expression. The background is a soft-focus green, suggesting a natural habitat.

ITCHES

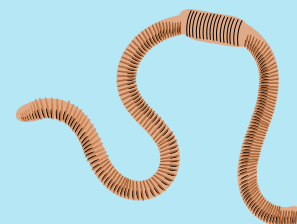
WHAT IS UX?

WHAT UX IS NOT...



!MAKEITPRETTY
!SURFACEONLY

IT'S SYSTEMIC.



"Where once engineers used to rely on raw programming languages to create software; today, they build from open-source libraries and preexisting technology platforms. In the consumer internet world in particular, the marginal cost of software is zero—and design is now the differentiator."

"The past, present, and future of design in Silicon Valley"
Steve Vassallo, Tech Crunch

<https://techcrunch.com/2017/04/30/the-past-present-and-future-of-design-in-silicon-valley/>

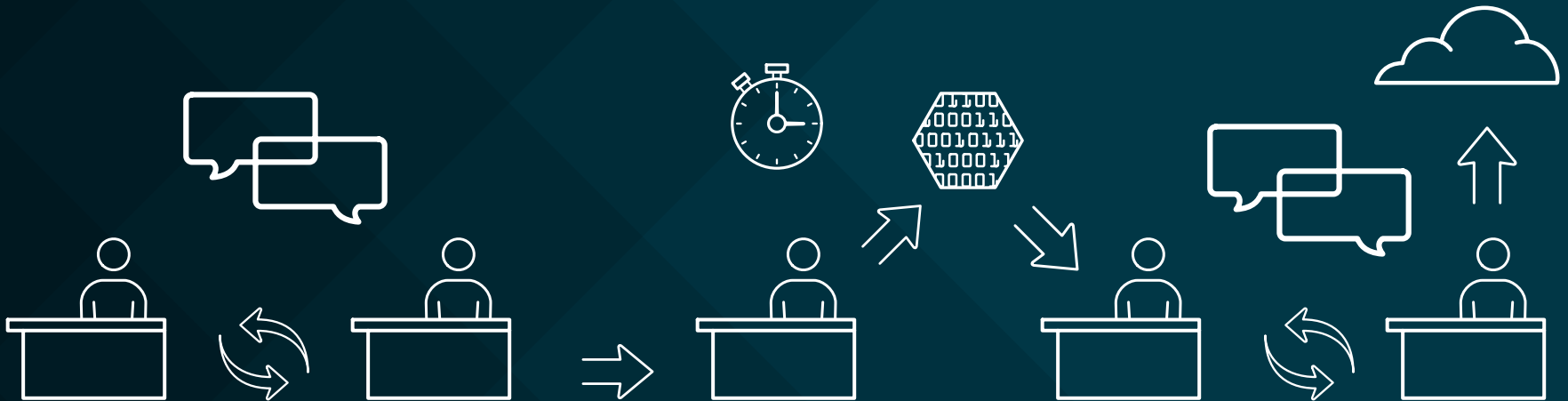
A black and white photograph of the Zakim Bridge at night. The view is from a pedestrian walkway, looking down the length of the bridge. The bridge's distinctive A-frame pylons and numerous stay cables are illuminated, creating a starburst effect from the lights. The walkway is flanked by metal railings with horizontal bars. In the distance, city lights and the bridge's reflection in the water are visible.

**IF YOU BUILD IT,
THEY MIGHT NOT
COME.**

UNDERSTAND THE USERS

CONTEXT

Example: usersys static IP



USERS ASK FOR THINGS.
THE WHY MATTERS.



HOW?

UX DESIGN PROCESS



USER RESEARCH



**DESIGN
IMPLEMENTATION**



DESIGN VALIDATION

USER RESEARCH PROCESS



GATHER DATA

ANALYZE DATA

PRIORITIZE FINDINGS



RESEARCH DESIGN VALIDATION

Local Resource Findability + Scalability*

There are a lot of different places that have information about Fedora related events. This can make it difficult to know if you can find any nearby because they don't exist, or because you haven't looked in the right place. This makes it difficult to prioritize event attendance. There are also many different places to find non-Fedora related but relevant events, which

It would be useful for us to tie Hubs into social media so that people can access the types of social media that is popular in their countries if they want to do so (not everyone uses IRC natively). Eg Twitter, Facebook, Instagram, Eventbrite, Instagram

Many ambassadors are local resources for their local Fedora community. It may be useful to make as many of those resources easily available without having to go through an overworked ambassador.

It is difficult to find Fedora members who are in a specific location, especially if they are not ambassadors.

It is not easy to identify events by proximity to one's self in time or space. This makes attendance, and prioritization, difficult.

It is difficult to learn about local meetings, whether or not they are Fedora-specific, and identify if they are active. This can make Fedora outreach (hackdays/workshop, table/tooth, speaking/presenting) difficult to do.

Event Planning Tools

Spreadsheets can be difficult to search and are sometimes unwieldy. They are unfortunately required in some instances. Can we provide a nicer interface to them?

Tools to create events need to have enough flexibility to support multiple types of events. (not sure if this is a problem exactly?)

Event planning currently done in Wikis, which can be wildly different in structure. This can make comparisons of events (perhaps to decide which to devote time and energy towards) difficult.

[Not sure if there is a useful question for Sumatiro's "figuring out timing of events is somewhat complex"]

Ambassador tools and processes are not consistent in different regions, thus making a transition from region to region more difficult than it has to be.

It might be useful to have a mechanism for people to suggest and vote on new ideas for types of hang. Sometimes people at conferences request specific things, or Fedora members see that something is popular, and it can be difficult to figure out how to suggest them, or identify what ideas are popular.

Reuse of data / learning from past events

Many people use paper to take notes and do their work. Perhaps we should make it easier to share those on hubs? (or suggest useful mechanisms to easily upload them/annotate them)

We reinvent the wheel too much when it comes to researching venues, hotels, and swag vendors.

Having a list of available local venues that others have found would work well for events would be helpful.

Writing up event reports can be annoying; some ambassadors would prefer to just post things to social media and be done with it. Unfortunately, event reports are required for any event for which Fedora money was used.

There is a great deal of research and information involved in planning in-person meetups, and no single place to store/access it.

People who have not done sponsorship before, or who are sponsoring at a new event can find it difficult to estimate swing requirements based on numbers of attendees. Information from others who have experience with this would be useful.

Localized problems

Localization needs to include not only language but locality of resources. Local Fedora groups often have the main Fedora page, for example. This would help make Fedora more approachable to potential contributors who are not native English speakers (or indeed potentially neither speak nor read English at all).

In some parts of the world, it's dangerous to discuss politics. There needs to be a way to protect our community members in those locations where those discussions get them into trouble (arrested, for example).

Time in Asia (possibly just South-East Asia?) is more limited than in NA and Europe, perhaps due to the increased time required to get places (more traffic? Power outages? Poor public transit?) including to and from work and grocery shopping, and perhaps due to the weather making everything more tiring.

Some people in the FAS don't have their location filled out. Some of them may not want others to know where they are, people move around, and location has possible privacy concerns (esp depending on how specific the location field is).

It is difficult to determine which ambassadors are active.

How do we want to handle the active state? Right now, it's approximately impossible to tell what it means when people are listed in the CAS system. It could mean that they are taking a break due to life/work things but will be back, they are actively involved in organizing things or writing code or something, they are interested in knowing what's going on but

It would be useful to encourage more mentorship to help with retention of new contributors. Some groups already do this.

There is no clear overall picture of what funding requests are being made for events and other purposes, which makes it difficult to plan out what should or should not be funded based on available money.

It would be helpful to get a sense of how effective various things that are being funded are, in terms of additional contributors.

Some countries make non-profit organizations (NPOs) as a matter of course, for all clubs and events. This can cause problems for Fed kias if it appears to be related, due to suspicion of money laundering. This should not be allowed for Fedora groups.

Some Fedora members (and potential Fedora members) live in locations with poor or unreliable internet connection. We need to be sure that these members have reasonable access to the Fedora community that we plan for Hubs to support.

Some contributors are very active in their areas, but for whatever reason are not ambassadors. We may need a better way to identify who would benefit from being an ambassador and having access to the budget that offers.

Privacy questions: what is shown to people who are in your group/you have "friended" (need word for this) vs random people on Hubs vs people not on Hubs. People not on hubs: calling card for regional groups?

Onboarding is a difficult process right now, and seems to vary wildly across teams.

There is too much uncertainty around the budget expectations for FLOCK bids.

Meta

What name do we want to give to this project in the wild? "regional" makes many Fedora folk think of the 4 main regions (NA, LATAM, EMEA, APAC), and "local" is only accurate if there are enough people nearby for you to have a local group.



DESIGN PROCESS



GENERATE IDEAS

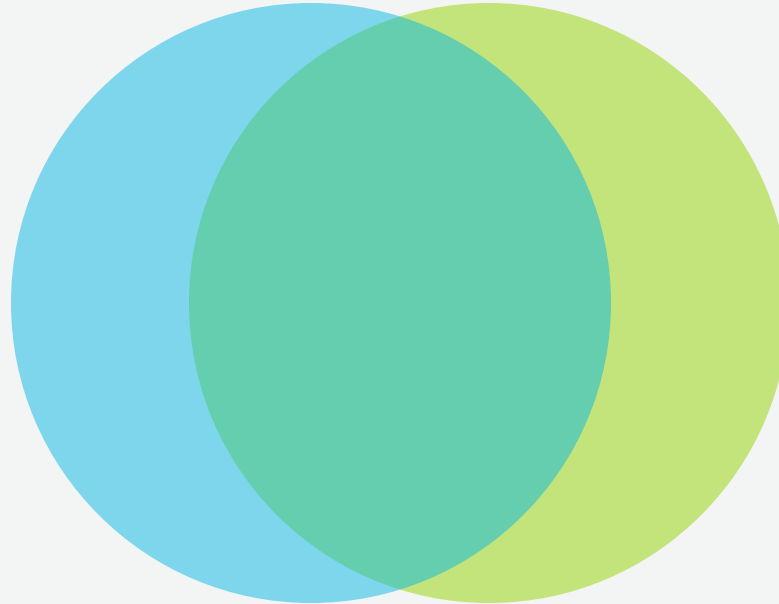
ORGANIZE IDEAS

CHOOSE A DIRECTION, PROTOTYPE



RESEARCH DESIGN VALIDATION

VISUAL HIERARCHY



What's most important?

What stands out the most visually?

ORDERING

Sometimes alphabetical order isn't the best way to order things.

lists.fedoraproject.org Mailing Lists

Welcome!

Below is a listing of all the public mailing lists on lists.fedoraproject.org. Click on a list name to get more information about the list, or to subscribe, unsubscribe, and change the preferences on your subscription. To visit the general information page for an unadvertised list, open a URL similar to this one, but with a '/' and the list name appended.

List administrators, you can visit [the list admin overview page](#) to find the management interface for your list.

If you are having trouble using the lists, please contact mailman@lists.fedoraproject.org.

List	Description
389-announce	Announcements for the 389 Directory server project
389-commits	List of git/CVS commits to the 389 Directory server project
389-devel	389 Directory server developer discussion.
389-users	General discussion list for the 389 Directory server project.
Ada	Fedora Ada SIG
advisory-board	Fedora community advisory board
ambassadors	[no description available]
ambassadors-it	[no description available]
announce	Announcements related to the Fedora Project
ANZ	Fedora Australia & New Zealand
arm	Discussions about the Fedora ARM Project
arm-builds	[no description available]
astronomy	[no description available]
badges	Discussion of the Open Badges Infrastructure
bangladesh-users	Fedora Bangladesh Discussion List
bigdata	Fedora Big Data SIG
board-private	Fedora Board discussion of sensitive issues
br-devel	Lista de Discussão voltada para os Desenvolvedores Brasileiros do Fedora
br-edu	[no description available]
br-users	Lista de discussão voltada para os usuários brasileiros do Fedora
brasil-marketing	Lista dos embaixadores brasileiros do Projeto Fedora
buildsys	Discussion of Fedora build system
Campus-ambassadors	[no description available]
Chinese	Fedora Chinese
classroom	Fedora IRC Classroom discussion and feedback list
cloud	Fedora Cloud SIG
cwg	[no description available]
cwg-announce	Community Working Group

CATEGORIES OF LISTS

announce

region

team

project

tickets

commits

community

users

event

year

could these be grouped together?
clearly they're related

why does only Italy have its own list?

this seems pretty major, maybe should be called out specially?

Are there other regional lists? Should they be grouped together?
GEOIP to suggest potential relevant ones?

The two ARM lists should be grouped together.

should development projects be grouped together?


if it's private it could be called out differently.

Why does Brazil have its own devel list?
Another candidate for grouping

Is this discussion in Chinese, of Chinese (translations), or the Chinese community?






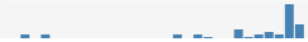




ORDERING

Sometimes alphabetical order isn't the best way to order things.

 Search all lists Manage lists Sign In Sign Up

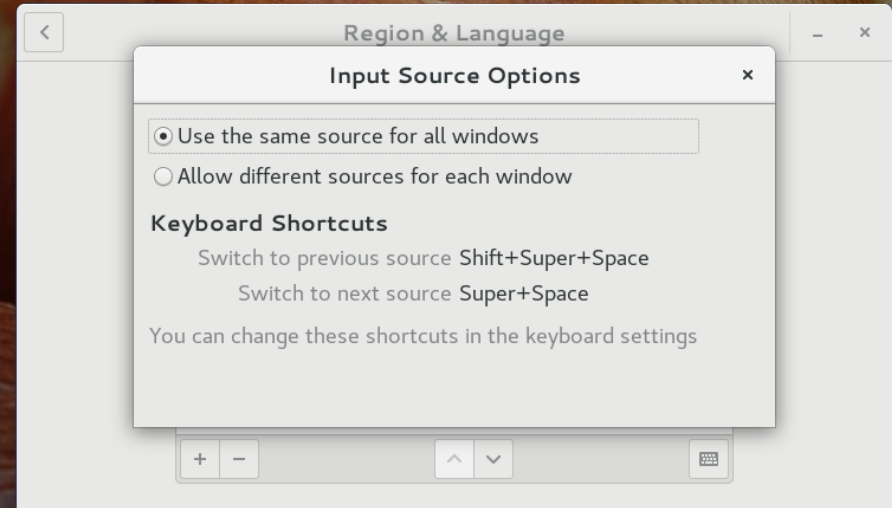
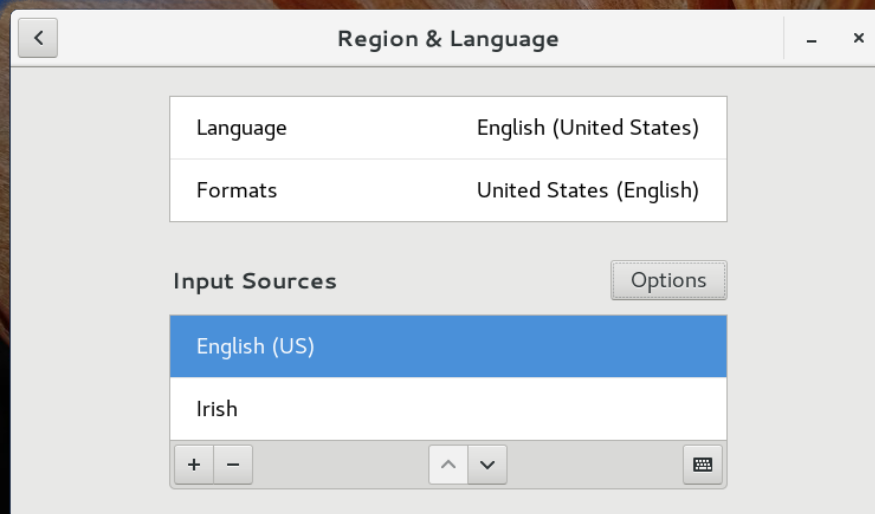
Available lists

☒ Hide inactive ☒ Hide private

LIST	DESCRIPTION	ACTIVITY IN THE PAST 30 DAYS	
devel devel@lists.fedoraproject.org	Development discussions related to Fedora	220 participants 267 discussions	
users users@lists.fedoraproject.org	Community support for Fedora users	95 participants 66 discussions	
FreeIPA-users freeipa-users@lists.fedorahosted.org	FreeIPA users list	77 participants 80 discussions	
LNST-developers lnst-developers@lists.fedorahosted.org		58 participants 62 discussions	
Flock-attendees-2017 flock-attendees-2017@lists.fedoraproject.org	Flock 2017 Attendee List	49 participants 27 discussions	
libteam libteam@lists.fedorahosted.org		42 participants 55 discussions	
infrastructure infrastructure@lists.fedoraproject.org	Fedora Infrastructure	34 participants 42 discussions	
test test@lists.fedoraproject.org	For testing and quality assurance of Fedora releases	29 participants 168 discussions	
trans trans@lists.fedoraproject.org	Fedora Translation Project List	28 participants 14 discussions	
ambassadors ambassadors@lists.fedoraproject.org		27 participants 43 discussions	

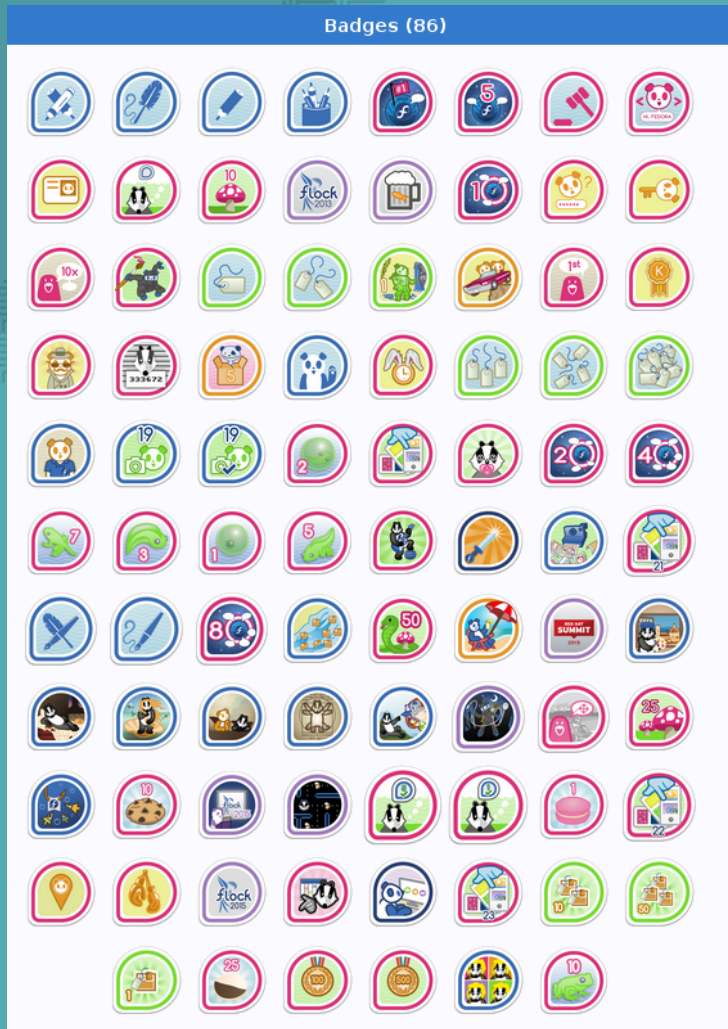
PROGRESSIVE DISCLOSURE

By default, show the basics, and allow user to open up more options / controls if and as needed.



CURATION

Chunking like controls and information together and eliminating extraneous items.



Badges

Badges Earned: 84 26.5% of total **Badge Rank:** #58 out of 21,931

Rarest Badge:
 Vitruvian Badger (Badge Artist V)
Awarded 2 times.

Most Recent Badge:
 Top 500
Awarded 16 March 2016

Badge Category Summary:

Community	45
Content	18
Quality	9
Event	8
Development	2
Miscellaneous	2

[View more](#) ▼

Badges

Badges Earned: 84 26.5% of total **Badge Rank:** #58 out of 21,931

Rarest Badge Earned:
 Vitruvian Badger (Badge Artist V)
You designed 50 badges! Even da Vinci failed to grasp the importance of badger anatomy.
Awarded 2 times.

Most Recently Earned Badge:
 Top 500
You ranked among the top 500 contributors on the Fedora Badges leaderboard
Earned 16 March 2016

Community (45)
 ...

Content (18)
 ...

Quality (9)
 ...

Event (8)
 ...

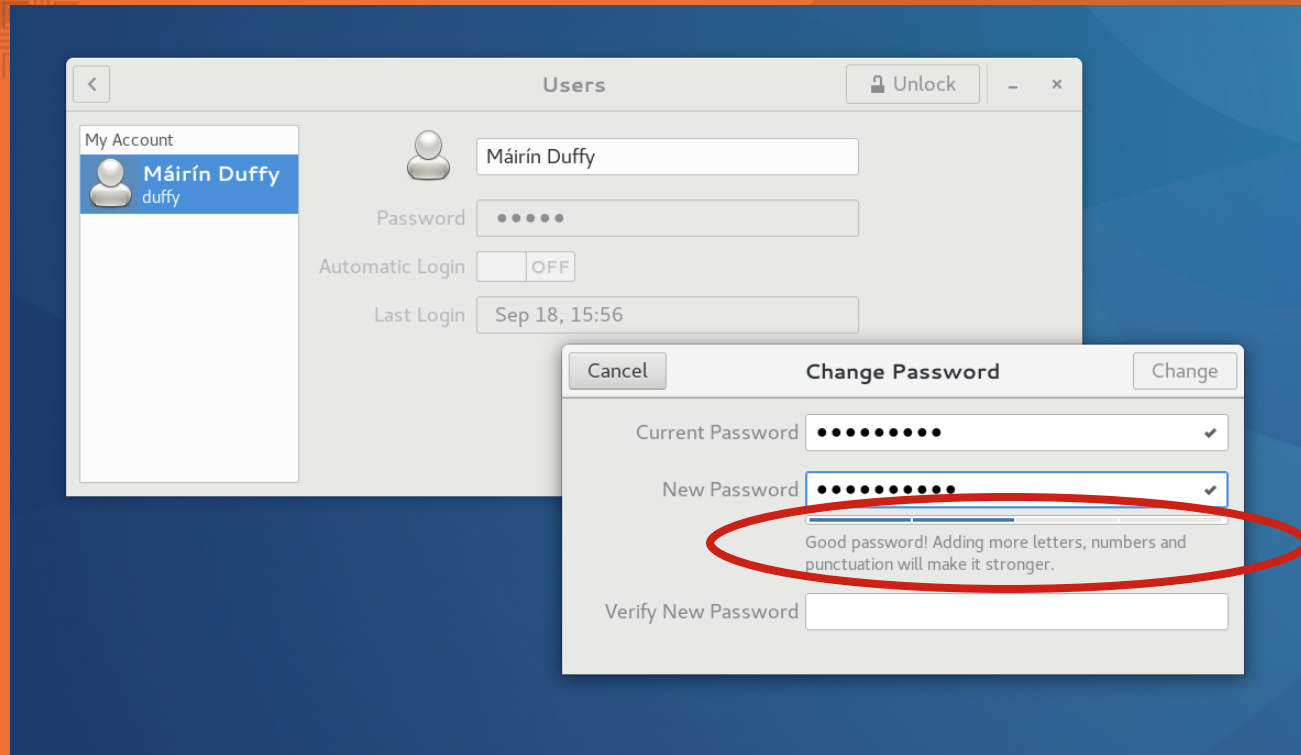
Development (2)

Miscellaneous (2)

[View less](#) ▲

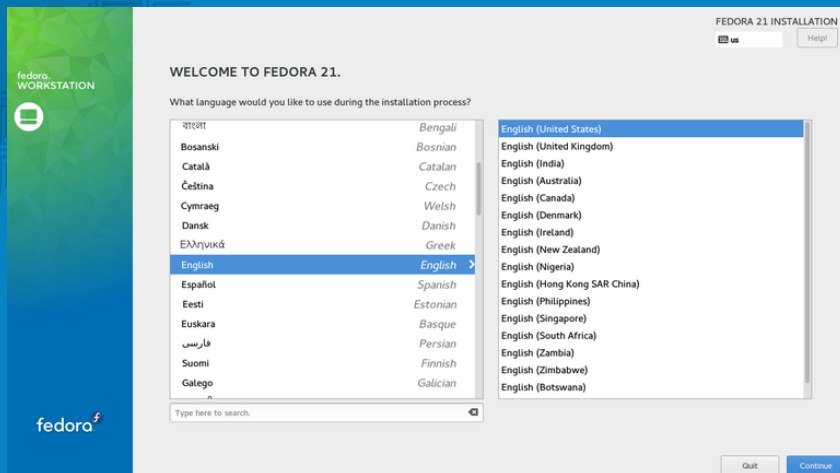
CONTEXTUAL HINTS

Putting information / tips right where a given control / item is on the screen is the most visible and useful place for it.



DIFFERENT TOOLS FOR DIFFERENT AUDIENCES

Sometimes the user audiences are divergent enough that more than one focused tool can meet their needs better than one tool that tries to address everything.



```
#version=DEVEL
# System authorization information
auth --enablesshadow --passalgo=sha512

# Use CDROM installation media
cdrom

# Run the Setup Agent on first boot
firstboot --enable
ignoredisk --only-use=sda

# Keyboard layouts
keyboard --vckeymap=us --xlayouts='us','ie'

# System language
lang en_US.UTF-8

# Network information
network --bootproto=dhcp --device=eml --ipv6=auto --activate
network --hostname=pandafortress

# System timezone
timezone America/New_York
user --groups=wheel --homedir=/home/duffy --name=duffy

# X Window System configuration information
xconfig --startxonboot

# System bootloader configuration
bootloader --location=mbr --boot-drive=sda
autopart --type=plain

# Partition clearing information
clearpart --all --initlabel --drives=sda

%packages
```

VALIDATION (USABILITY TESTING)



CREATE TASK LIST



RUN TEST



ANALYZE RESULTS



RESEARCH DESIGN VALIDATION



So, what did you learn about Hyperkitty?

Our full test results, including the full text from the user's task notes buffers as well as the user questionnaires (listed in full per user as well as across user per question), are available on the Hyperkitty trac wiki:

fedorahosted.org/hyperkitty/wiki/SpinachConZero

At a high-level, we drew a few pretty strong conclusions from the testing experience:

1. Hyperkitty's search needs more work.

Only 1 of the 8 testers was able to find the GPT posting from March 2012 in task #4! Suggestions the users offered here included:

- listing more than 10 results per search results page
- allowing users to sort the search results
- allowing users to search only within a certain time period (e.g., only in March 2012)
- simplifying the search results listing of posts
- making the search box easier to find / more apparent
- have an 'advanced search' page with a lot more searching tools
- filter search results to only threads you were involved in

2. The users enjoyed Hyperkitty's look and feel.

Multiple testers asked me about how to set up Hyperkitty for their own usage after completing the test. Hyperkitty earned the following average user ratings on the user questionnaire:

- **Aesthetics:** 8.4 out of 10
- **Intuitive:** 8.0 out of 10
- **User-Friendly:** 7.6 out of 10
- **Professional:** 8.6 out of 10

3. The left-hand nav / filters for the mailing list overview weren't visible to users.

Only one of the 8 testers discovered the left nav on the hyperkitty list overview that would have allowed them to sort the lists by popularity (making task #2 super-easy!)

4. Users didn't seem to notice the search box.

Only a few of the users noticed the search box. Most users, while on the devel list overview page, noticed the year/month listings in the left nav and clicked to March 2012 when completing task #4. Only a few tried to use search, and most only after browsing to March 2012 first.

5. Tagging needs more work.

Aaron, one of our testers, had a lot of interesting thoughts on making tags useful. For example, we should suggest tags already in use in the system (maybe via tag cloud, maybe via some other mechanism) to prevent users coming up with different tags for the same thing (or at least, preventing that as much as possible.) Some of the users also had a hard time finding the tags – they are associated with threads, not individual posts, so they are on the right-hand side of the thread view. Another issue that came up – some users weren't sure if the tags were for their own personal usage or if they were viewable to everyone in the system. (The latter is the case!)

Summary

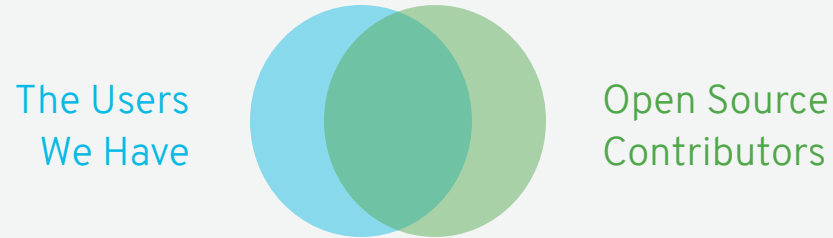
Overall we got a ton of great ideas, feedback, and information from SpinachCon, and it was a really valuable experience. Deb mentioned we may be doing another SpinachCon in the Boston area later this spring; I am totally excited to bring Hyperkitty to SpinachCon again then!

USABILITY TEST RESULTS ARE USELESS...

...unless you prioritize addressing the issues you uncover in your roadmap!

Please do this!

MAKING THIS WORK IN AN OPEN SOURCE CONTEXT



#1 Be inclusive

Avoid technical user echo chambers.


The Users We Need
(For the ubiquity of software freedom we all crave)

Augment and/or federate instead of replacing core functionality.

Think about city planning...

mailman email

hyperkitty web ui

From Hans de Goede <hdegoede@redhat.com>

Subject **Improving Linux laptop battery life: Testers Wanted** 09/14/2017 07:22 AM

To Development discussions related to Fedora <devel@lists.fedoraproject.org>

Tags **Important**

Hi All,

My next project for Red Hat is to work on improving Linux laptop battery life. Part of the (hopefully) low hanging fruit here is using kernel tunables to enable more runtime powermanagement. My first target here is SATA Link Power Management (LPM) which, as Matthew Garrett blogged about 2 years ago: <https://mjg59.dreamwidth.org/34868.html> can lead to a significant improvement in battery life.

There is only one small problem, there have been some reports that some disks/SSDs don't play well with Linux' min_power LPM policy and that this may lead to system crashes and even data corruption.

As such I've written a new LPM policy, which matches the power-management defaults from the Intel RST Windows drivers. Since it mimicks Windows, this new policy will hopefully not hit any SSD firmware bugs like min_power sometimes does.

So now I'm looking for people with a laptop with a SATA SSD or HDD to help me test this to make sure this won't cause any issues when we enable this by default for F28, for more details and test instructions see:

<https://hansdegoede.livejournal.com/18412.html>

Regards,

Hans

devel mailing list -- devel@lists.fedoraproject.org
To unsubscribe send an email to devel-leave@lists.fedoraproject.org

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< newer

2017

September

August

July

June

May

April

March

February

January

2016

2015

2014

2013

2012

2011

2010

2009

2008

2007

2006

2005

2004

2003

Improving Linux laptop battery life: Testers Wanted

Fedora rawhide compose report... [Fedocal] Reminder meeting ...

Hans de Goede

Thursday, 14 September 2017 6:22 a.m.
A %

1
days inactive

5
days old

devel@lists.fedoraproject.org

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5 comments

2 participants

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TAGS (0)

PARTICIPANTS (2)

Germano Massullo

Hans de Goede

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There is only one small problem, there have been some reports that some disks/SSDs don't play well with Linux' min_power LPM policy and that this may lead to system crashes and even data corruption.

As such I've written a new LPM policy, which matches the power-management defaults from the Intel RST Windows drivers. Since it mimicks Windows, this new policy will hopefully not hit any SSD firmware bugs like min_power sometimes does.

So now I'm looking for people with a laptop with a SATA SSD or HDD to help me test this to make sure this won't cause any issues when we enable this by default for F28, for more details and test instructions see:

<https://hansdegodee.livejournal.com/18412.html>

Regards,

Hans

[Reply](#)

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Show replies by date

Germano Massullo

Thursday, 14 September 7:44 a.m.
A %

Hi Hans, I can provide ~10 different Thinkpad models to test your code. Looking forward to start!

Have a nice day

[Reply](#)
[attachment ▾](#)

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Hans de Goede

Sunday, 17 September 8:39 a.m.
A %

Hi,

#3 Establish boundaries

Avoid design by committee by being clear about what you need feedback on and what you do not and who is making the final decision.

The **Open Decision Framework** is a great method to follow:

<https://github.com/red-hat-people-team/open-decision-framework>

You can use **Gamestorming** techniques to focus discussion:

<http://gamestorming.com>

#4 Avoid conflict with transparency

No design decisions make 100% of those involved happy. In the absence of information, people assume the worst. It's easier to make peace with a decision you disagree with when you understand why it was made.

Be transparent from the start.

The **Open Decision Framework** can help with this, too:

<https://github.com/red-hat-people-team/open-decision-framework>

#5 It's easier to add, harder to remove

If you're not sure that the software needs a particular feature - don't add it. It is much easier to add something later than to remove it.

Example: anaconda partition cylinder placement



DESIGN CULTURE IS DIFFERENT

It's OK. Here's how to work together:



#1

perspective

Designers focus on people.

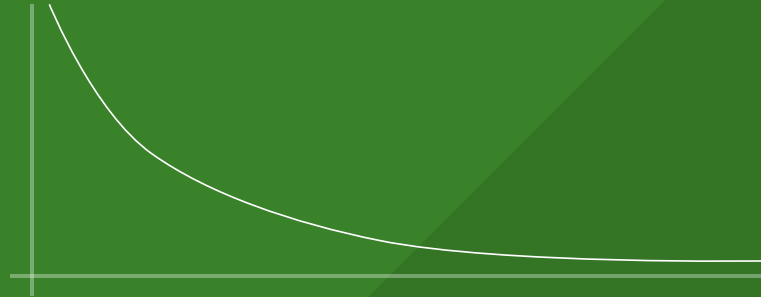
We can help you focus on the problem to solve.

Developers focus on technology.

You are the expert in determining the best technology to solve it.

#2

where is the long tail in UX?



"Drive-by" UX is hard.
How do you submit a UX "patch"?



UX contributions require a
longer-term commitment because
of the depth they require.

#3

Idealism v. pragmatism

Designers tend to use closed-source, proprietary tools.

They don't **need** to, mind you.

But... be nice!

Start with standard, open formats for assets and go from there...

Their annoyance at the "Creative Cloud" is an opportunity here...

(an aside... a UX workflow using open source tools...)



Inkscape



Gimp



Sparkleshare



GitLab



MarkDown



Riot.im



draw.io

Paper & Pencil :)

Whiteboards + Sticky
Notes

#4

the big reveal

'Release early and release often' is a familiar open source mantra.

This can be difficult for designers who prefer sharing curated, polished designs.

Please help them.

#5

no ace in the hole

In open source, often they who have commit rights and code have the final say.

Designers don't have this. You need to visibly and publicly support their work in your community to help balance this out.


#6

shared vision

The open source vision is compelling and inspiring to designers.

Please remember as in any cultural differences in opinion involving open source...

We have an authentic shared vision we passionately believe in: improve the world with open source technology, making software freedom accessible to all.

The image features a light gray background with decorative geometric patterns in the corners. The top-left and bottom-right corners contain a series of concentric squares and lines, creating a sense of depth and movement. The text is centered in the middle of the image.

**WHERE WILL THE
DESIGNERS COME
FROM?**

UX designer



open source
contributor

TRAINING

open source
contributor



UX designer

OPEN SOURCE DESIGN COMMUNITY

<http://opensource.design.net/>

Job Board & Forum

INTERNSHIPS

Outreachy

University Partnerships

Your Company?

REMEMBER...

**GREATER
GOOD**

>

PROFIT

LET'S HELP PEOPLE SOLVE PROBLEMS
WITHOUT BECOMING A PRODUCT
THEMSELVES, USING OPEN SOURCE.

Thank you.