ONOS Community Survey Results

June 2016

Early in 2016, ON.Lab leadership shared a survey of ten questions about ONOS with their members and collaborators. This survey involved the hiring of an external consultant, who specializes in the building and analysis of open source communities, their ecosystems and communication methods. Some 40+ individuals representing each of the member and collaborator teams, engaged in the interview using the same set of questions. This document shares the survey and the results discovered.

Survey Questions

Tell me about yourself, your role in the company and your role in the ONOS project.

What are your high level expectations from the ONOS project and community?

What do you think about ONOS progress as a platform, the progress of the use cases, and progress as a community?

What do you think about your ability to contribute to ONOS?

Are you aware of our resources: Community Steering Team, Slack and Mailing Lists?

How do you plan to use and build on ONOS and ONOS use cases?
What use cases from ONOS are of value you to you? Are these use cases getting enough attention?
If not, how do you think these use cases should get more attention and resources?

What contributions has your company submitted to ONOS?
Are you happy with this level of contribution?
If not, what would it take for you to contribute more?

Is your company using ONOS internally? If yes, what are you using ONOS for? What do you plan to build on ONOS?
How easy it has been for your people to get ONOS and use it internally?
Have you been getting enough support from ON.Lab and the community?
How can we do better?

How is the ONOS community doing as an open source community?
What can it learn from other open source projects? What is it doing well and should continue to do?

Have you heard of CORD? What do you think about CORD becoming an open source project?
Are you planning on using CORD and will you do with it?
How are you planning to contribute and what can we do to make your contribution process of optimal value and ease?

Positive Feedback

**Theme:
Code Quality**

Consistent feedback that the code quality is excellent which differentiates the ONOS product and community in the marketplace.

**Theme:
Great support**

Feedback states that the support from the ONOS community is consistently responsive and helpful.

**Theme:
Use Cases**

The CORD project was notably mentioned by most interviewees, many members stating their excitement to be involved in this groundbreaking project.

**Theme:
Fast Growth**

The feedback reveals that the growth of the ONOS community in the past year has been rapid, focused and at a pace which is ensuring quality methods.

Working to Address The Following Issues, 1

The need to increase transparency

- Many conversations happen offline which makes the community feel closed.

- ONS is a busy time for ON.Lab so members should be tended to around that time to understand availability of the ON.Lab team may be limited.

The need to have better documentation and review technical procedures

- Error handling process can use some improvement.
- Design Documentation process can use some improvement.
- Having to reset the entire network when one thing goes wrong is a big issue.
- We need to avoid ON.Lab staff becoming a bottleneck
- The roadmap for ONOS is not readily available.

Working to Address The Following Issues, 2

Theme:
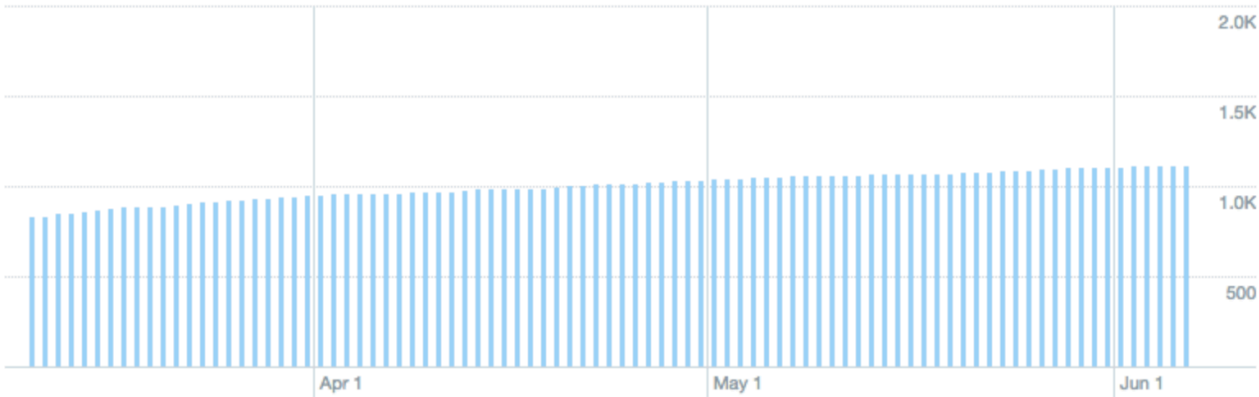**We need to reduce barriers to contribution**

- A request for highly technical tutorials and specialized training/mentorship was a common request from ONOS developers.
- Requests for a Silicon Valley based "hands on," advanced level Meetup was made several times.
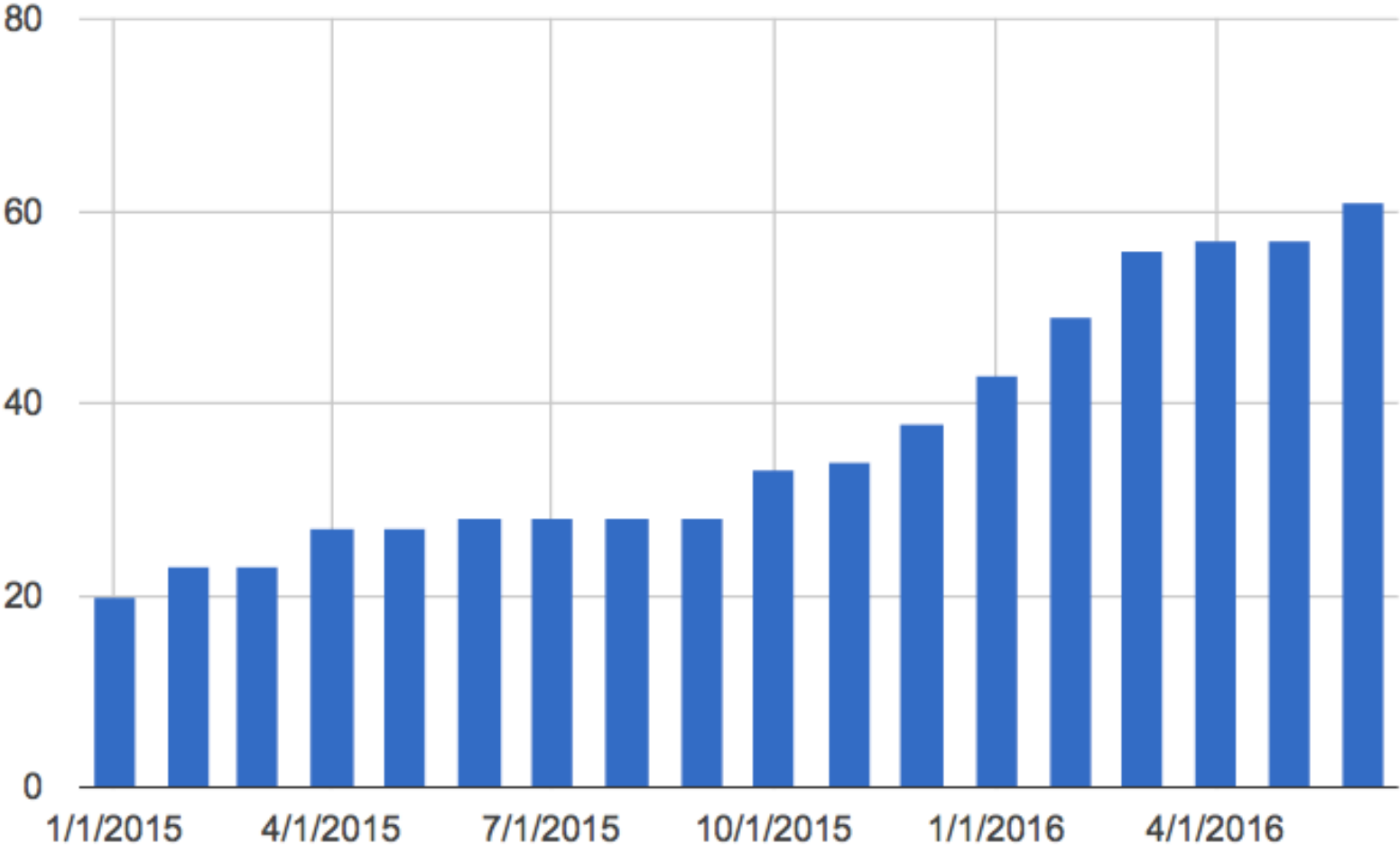
Theme:
Other relevant issues to work on

- Ensure community statistics are readily available.
- Defining the community is important to reaching the goals and objectives.
- Creating a good relationship between ODL and ONOS is optimal.
- Define a way to aggregate papers and blogs written by SDN/ONOS users around the world to share with the ONOS community.

2016 Twitter Follower Increase

Your current follower audience size is **1,113**

That's 288 more than the same time 90 days ago. You've gained around 3 new followers per day

Membership Increase

Executive Summary

The survey results have provided ON.Lab leadership with insights on several main themes including: code quality, support, use cases, documentation, growth expectations, transparency, barriers to contribution, global expansion, ONOS education, and the goals and objectives of the members and collaborators.

ON.Lab is actively reviewing the feedback and recognizing those areas which need improvement. They are implementing actions which address the concerns and actively respond to the community needs.

Quotes from the Community:

"ON.Lab leadership is doing a good job to make sure the ONOS project builds the right momentum and expands at the right level. Over all, I have the impression that now ONOS and ODL are the most talked about SDN controllers."

"ON.Lab engineers deliver high quality code. The system is clean, well abstracted and well designed. I see many companies joining as coordinators and contributors. And, individual contributors in the community are joining as well. The ONOS community is progressing well. And, we expect with that effort we'll see a bigger community participation down the road."

"We've found the ONOS team very responsive and easy to work with."

"As far as getting the code and downloading it, and getting the support: we have all that we need. From the beginning, the developers like Ali and Brian, they've all been amazing at providing support. The email lists are fantastic, if we have a question we email and they quickly answer them. Kudos to the development team because they are very supportive."

"We are happy with the use cases. They are broad. ONOS has an opportunity to get experience and maturity from the different requirements of the use cases."

"ONOS is growing fast. When we started a year ago, it was much smaller than now. It's grown fast and we're getting help from partners, collaborators from the community and that's very good."

Quotes Regarding Areas for Improvement

- "For partners who are contributing to ON.Lab, getting help or the encouragement to be able to contribute feels closed. This needs improvement."

- "The decision making process feels closed. It seems there are point to point discussions happening in a closed room without the entire community involved. Because of this, things can feel unpredictable. If the ONOS roadmap is unpredictable, then it's hard to plan from our side."

- "The developers went down before ONS which was bad timing as everyone was exhausted. Don't have engineers come before or right after ONS Summit as ON.Lab."

- "Error handling is a little bit weak. When it goes wrong it totally goes wrong."

- "There is a problem with error handling. Maybe some work on errors and what they represent would be good. Normalize it so it's push button easy."

- "In the OpenStack community, they review not only the source code but the designs. They have contributors give a talk about what they want to contribute and reviewers or other engineers review it first. And, if their design is good, then they start to contribute source code. That kind of process is a good thing to adopt to ONOS."

Quotes Regarding Areas for Improvement

- "It's difficult to get engineers involved in ODL to contribute to ONOS also. That's a challenge of ours is to get people to be involved in both, somehow. The ONOS project is exceptional."

- "We want a community which spans the mailing list, Slack channel, Facebook, and private blogs. It could be great for the ONOS community to have a blog which aggregates content from SDN enthusiasts around the world, who post solutions for problems. It would be good if an ONOS user could find this information easily. If ON.Lab becomes aware of all the freelance developers who are writing about their work with ONOS, that would be good. There are a lot of blogs with tutorials about SDN and ONOS which are helpful."

- "So far, there is no way to understand the roadmap, besides looking at the code. I don't know what kind of mechanics you'll provide to let the community know what the roadmap is, what the focus is for short and long term objectives."

- "It would be good to have different levels of tutorials. Right now, they are for entry level users. Tutorials provide an idea about what you can do with ONOS but sometimes if you want to develop a new application, the tutorials currently available may not be technical enough. We need tutorials for more skilled people."

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