Bugsquadding in GNOME

Akhil Laddha
Oh wait. That's not true. Akhil wanted to give this talk. But he didn't have time. And he honestly feels sorry! I'm André. Again.
Bugsquadding in GNOME

André Č. Klapper
Why?
Help developers to spend their time on developing, not on „bad“ bug reports that miss enough info.

Help finding important issues.
Where?
bugzilla.gnome.org = GNOME's bug tracking system
Welcome to GNOME Bugzilla

File a Bug  |  Search  |  User Preferences

Enter a bug # or some search terms
Quick Search help | Install the Quick Search plug-in


My Bugs
Add a test to bugs:
What?
Report makes sense?
Enough info provided?
Severity / Priority?
Filed under right product?
Report types:
Crash, Functionality failure, Feature request, ...
How?
Sensible
Patient
Friendly
Listening
Why? (again)
Two old statistics that I stole from Akhil's slides, because I am lazy:
New bugs (Desktop) that were filed between Jan - Jun 2010
Reports closed (Desktop) between Jan - Jun 2010

- Duplicate: 2193
- Incomplete: 1137
- Obsolete: 823
- Fixed: 3678

[Graph showing the distribution of reports closed between Jan - Jun 2010]
Yeah, that's a lot.
Getting involved
Create a Bugzilla account

Read the Triage guide: http://live.gnome.org/Bugsquad/TriageGuide

Go to #bugs on GNOME IRC

Ask for permissions
Fields and settings in a bug report
Most important Report Statuses:
UNCONFIRMED/NEW
ASSIGNED
NEEDINFO
RESOLVED (+resolutions)

https://bugzilla.gnome.org/page.cgi?id=fields.html#status
The triaging flowchart (only for those that love flowcharts, you can survive without!)
[1] It's not always 6 weeks. Some maintainers explicitly asked to not close after 6 weeks
[2] Only for maintainers
Good practices
The triage guide (as mentioned before)
Keywords („categories“ across products):
https://bugzilla.gnome.org/describekeywords.cgi
Stock answers
(the links below the comment field)
Personal opinion, in short:

1) Use common sense.
2) If unsure, ask first.
Contact
http://mail.gnome.org/mailman/listinfo/gnome-bugsquad

#bugs channel on GimpNet IRC
Encouragement

Remember that this is only the first step. At least a couple other people will read and have the opportunity to correct your mistakes. That isn't to say "make lots of mistakes" but it is to say "don't be afraid to make them."

Especially once you get used to it, your work will make the lives of the GNOME developers - and as a result GNOME itself - a heck of a lot better. -- LuisVilla
Credits

Akhil Laddha
(for most of the slides in this presentation)
Questions?

Slides available at:
http://people.gnome.org/~aklapper/gnome-asia2011/