



Community Health: Greenfields and Gremlins

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<https://chaoss.community/>
<https://github.com/chaoss>





CHA^{CO}SS

<https://www.google.com/url?sa=i&rc=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwiA0YPf9f7cAhUr4oMKHS8JD8oQjRx6BAgBEAU&url=http%3A%2F%2Fwww.worldfinancialreview.com%2F%3D606&psig=AOvVaw1t8FrFCo7UMdoPiQTptDFc&ust=1534967517815484>



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<https://www.publicdomainpictures.net/pictures/180000/velka/gremlin.jpg>



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https://www.hemmings.com/blog/wp-content/uploads//2011/05/1973AMCGremlin_04_700.jpg



Sometimes, good tools
get used in bad ways.
I'm hoping that that's not
the case in CHAOSS.

I believe it is extraordinarily
important for CHAOSS to define a
set of criteria by which you can
compare communities.

Then are ethical concerns. There
are a lot of people that don't
volunteer this information because
they don't want to be counted.

The definition of health is going to
change in every context by everyone
who uses that word. We're never going
be able to measure raw health.

CHAOSS could provide health
metrics that may become a good
reference compared to less
thorough metrics.

I'm still not convinced that we're
going to be able to move these
conversations away from tooling.

I would love to know what to do
with all of this information, in order
to answer the questions I'm asked.



Key Findings



- People rely upon technical resources to design, enhance, implement, manage, and understand health and sustainability issues. Reliance on these resources leads to assumed skills from people on how to interpret the information.
- Current information for people (e.g., community managers) lack a consistent connection to action.
- Siloed approaches to problem solving can limit cross collaboration and lack of cross-domain expertise, limit broader upskilling around health and sustainability, and lead to inflexible support models.

Metrics Fatigue

When people are subjected to a relentless barrage of **information**, and messages about “**health**” and “**sustainability**,” and stacks of **new metrics relationships** that go **on top** of their **everyday duties**, they **break**.





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The community members within the CHAOSS project are here because these are important issues to them. It's critical to make sure the project contributors are satisfied with their contributions and the impact they are making in the world. But it's equally critical to make sure that the outcomes of the project are provided in ways that are accessible and make sense to people who are not directly part of the CHAOSS Project.



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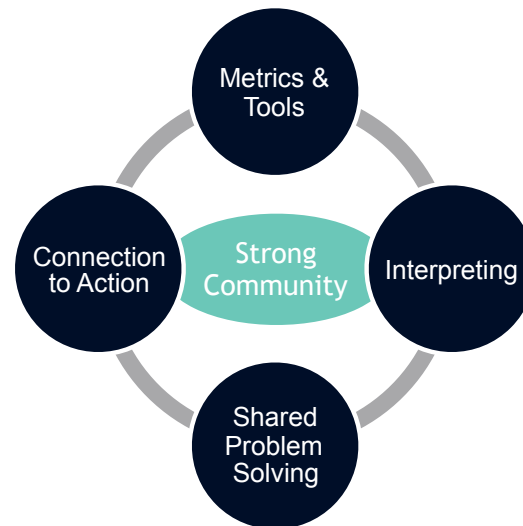


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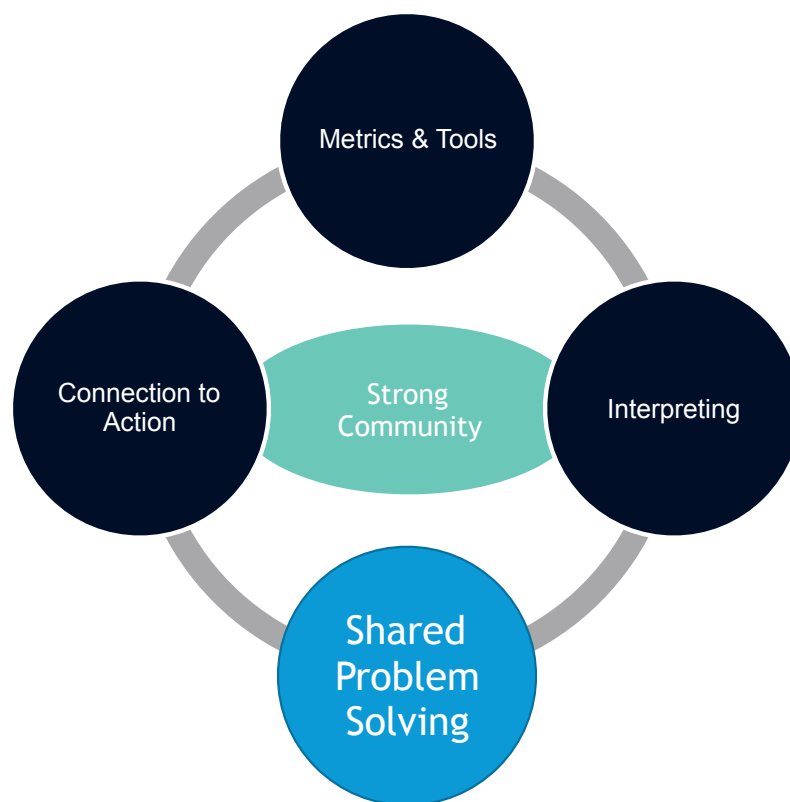


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Shared Problem Solving





Type III Errors



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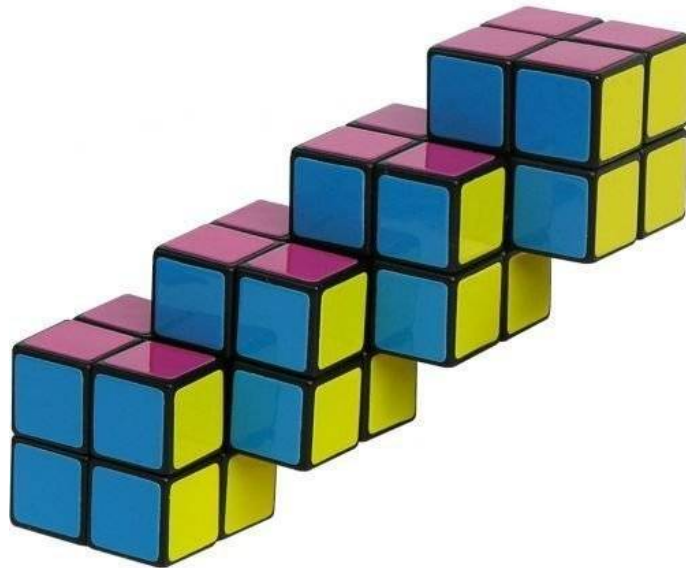
Providing Great Answers to the Wrong Questions

Type III Errors: Street-light Effect



Motivated by easily available datasets and easy-to-use tools and not by the need for research arising from a well-formulated problem (Rai, 2017, p. v)

Type II Errors: Being Solution-driven Rather Than Problem-minded



Advancing work for an unclear or pseudo problem, solving the wrong problem by applying the right methods (Rai, 2017, p. v)

Shared Problem Solving

- Decide on the people who will be served by the work
 - Problems do not exist objectively 'out there'; they are uniquely perceived and framed by different people.
 - Do you know those people?
- Van de ven, 2007, pg. 73



Shared Problem Solving

- Slow down and focus on problem formulation
 - People have limited capability in handling complexity and as a result we use short-cuts that produce biased judgements.
 - Can you elevator pitch the problem?
- Van de ven, 2007, pg. 73



Shared Problem Solving



- Defer pseudo-problems that lack grounding in reality
 - Engage problems from people's unsatisfying circumstances, promising opportunities, or a breakdown or anomaly in expected arrangements.
 - Does it have roots?
- Van de ven, 2007, pg. 73



https://commons.wikimedia.org/wiki/File:Roots_of_big_old_tree.jpg



The formulation of the problem is often more essential than its solution, which may be merely a matter of mathematical and experimental skill

(Albert Einstein quoted in Getzels and Csikszentmihalyi, 1975 as from Van de Ven, 2007, pg. 71)

Clear Problem Solving Can Help Avoid Type III Errors





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I Hope You Have a Great Day Here at CHAOSSCon

Thanks!



Alfred P. Sloan
FOUNDATION

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<https://github.com/chaoss>

