



How to use GitLab

To enable cross-functional and
diverse teams





About me



Nuritzi Sanchez

Sr. Open Source Program Manager at GitLab

- Joined GitLab in February 2020
- Background in: program/project management, product management, business operations
- Have been part of Engagement team and Board of Directors at GNOME, LAS org, CHAOSS, and FOSS Responders

... I am not an engineer.

I am a leader, and an organizer, and I manage, and work with, cross-functional teams. I use GitLab in my everyday work



What we'll cover today

Why use GitLab cross-functionally

Creating the right environment

Tips & tricks for non-engineers





Why it matters

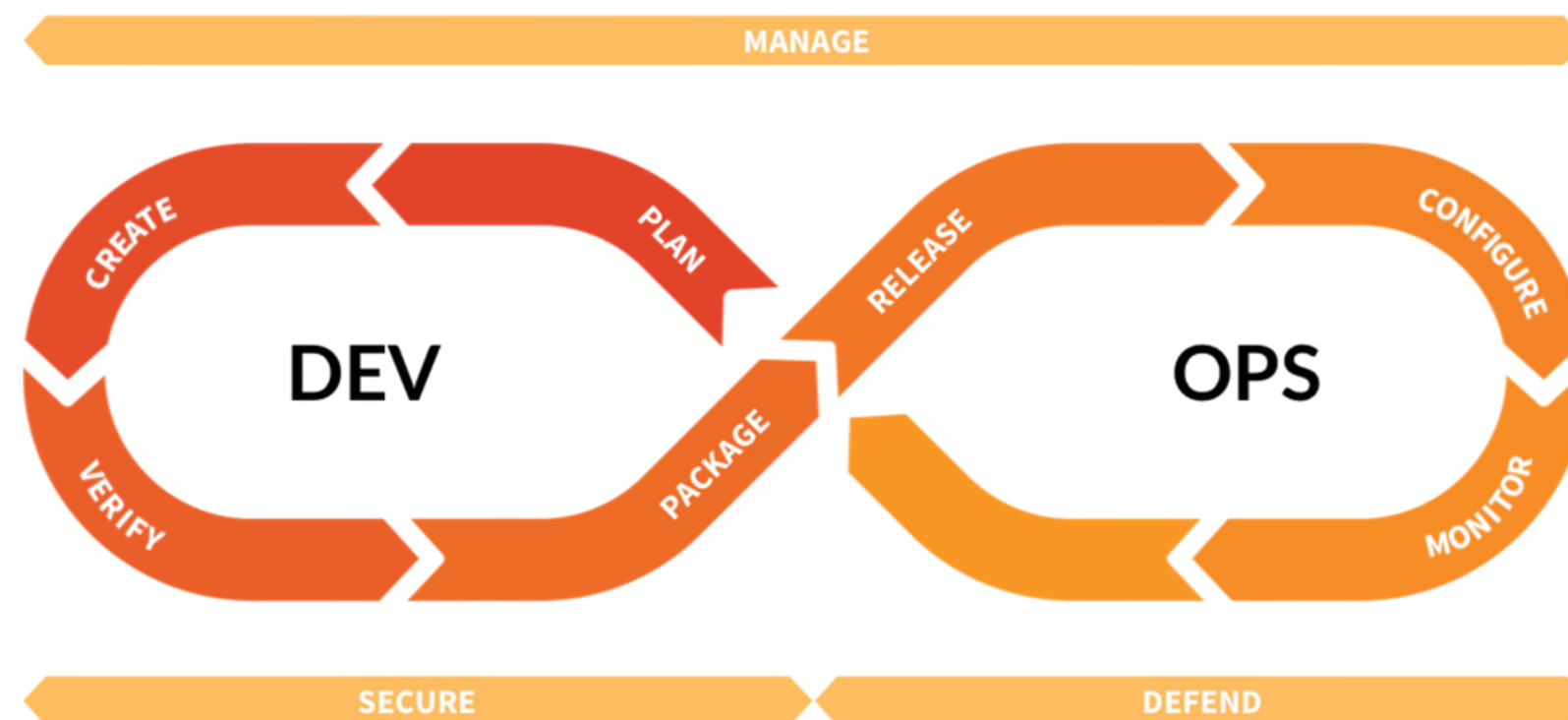
Reasons to use GitLab cross-functionally





One platform for the whole team

Manage
Plan
Create
Verify
Package
Secure
Release
Configure
Monitor
Defend



Manage	Plan	Create	Verify	Package	Secure	Release	Configure	Monitor	Defend



We need a broader set of skills and diversity in open source

Let's think beyond what's currently counted as a non-code contribution and where that contribution may come from



Sales & Business Development

Someone who is interested in gaining or using these skills may be interested in...

OSS: Fundraising, partnerships

Both of these things require you to pitch the value of the open source community / project and require you to develop your communication and negotiation skills, among other things

HR & People

Someone who is interested in gaining or using these skills may be interested in...

OSS: Engagement, Board of Directors, newcomers initiatives

We need people who want to make the community awesome. Opportunities include working on or starting newcomers initiatives and lowering the barrier of entry, as well as retention. Can also help with community communication practices.



Using one platform allows for

- Transparency into other teams' work
- Easier communication
- Ability to contribute to other teams



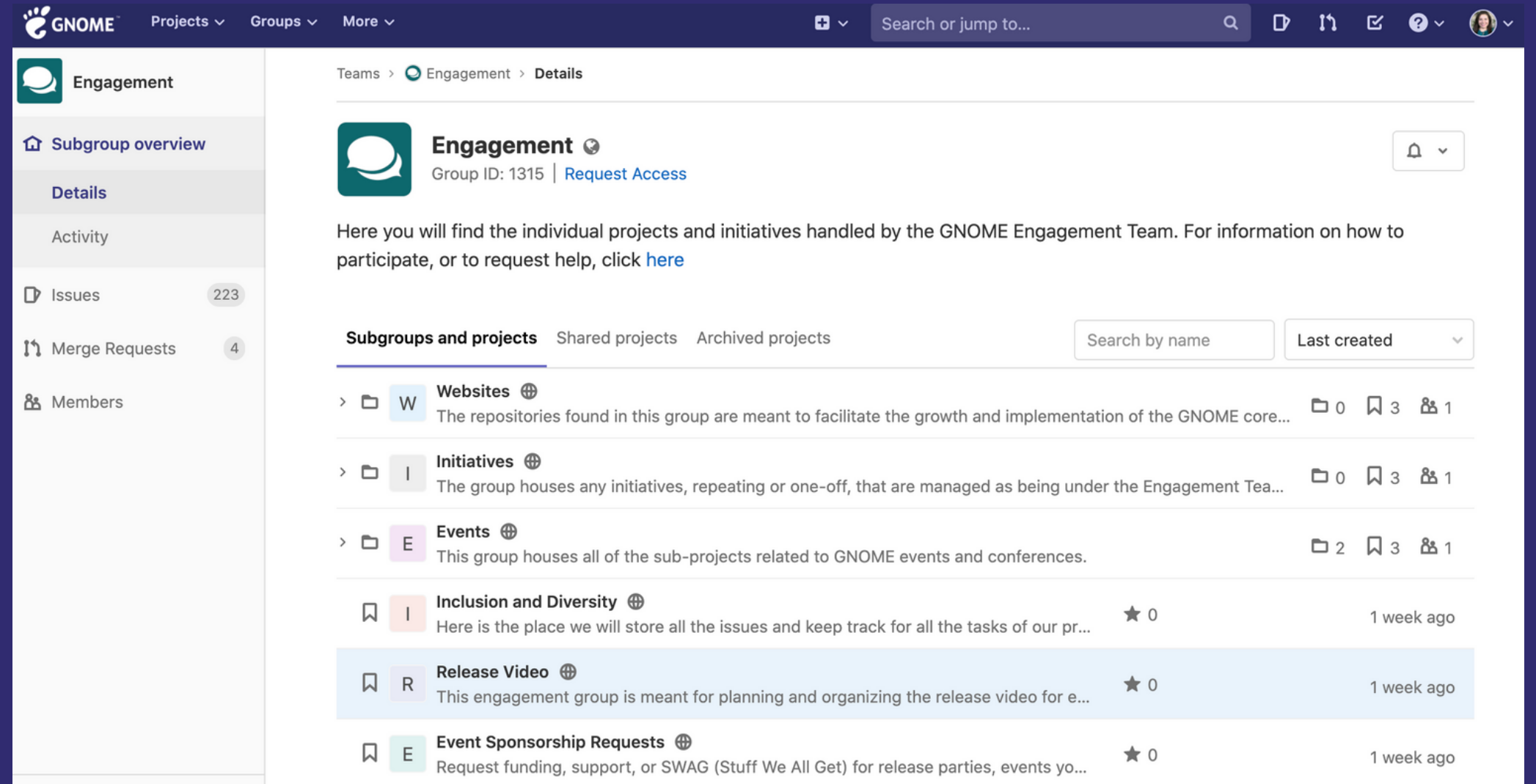
Transparency

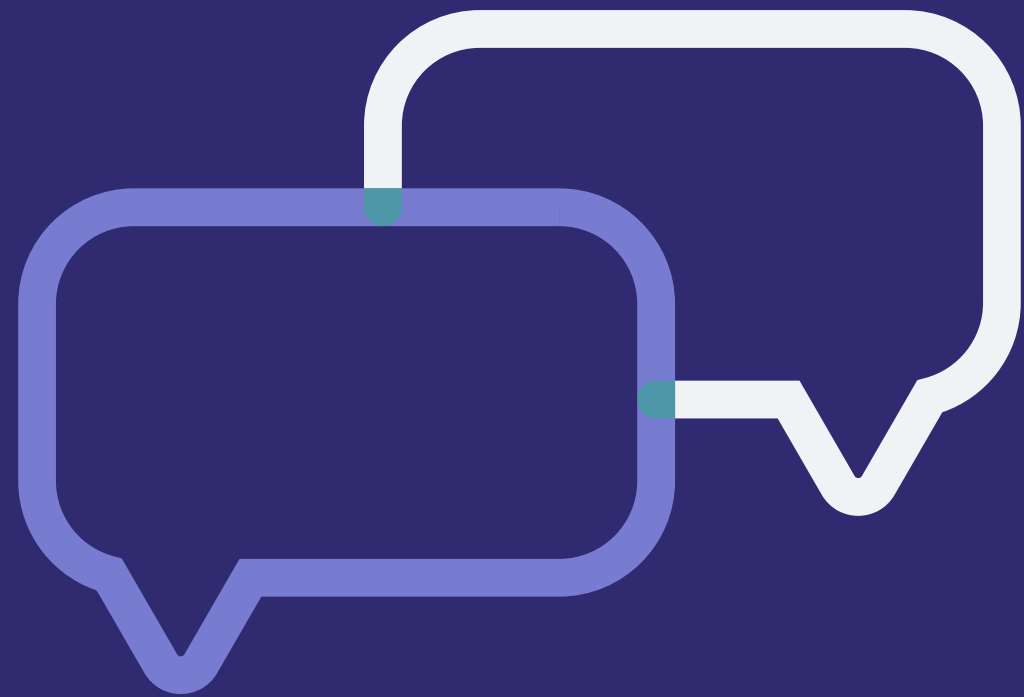
Example

The Engagement team uses GitLab.

This means engineers, docs team, designers, and others can pop over any time and help with any items that involve their team.

Our community can benefit from expert involvement.





Easier communication

Fragmentation among tools can hinder communication.

When everyone is on the same tool, then you're able to collaborate more efficiently.



Ability to contribute to other teams

I started off by doing purely strategy + project management tasks for LAS.

Then, I started editing the LAS website's markdown pages, and adding new files.

Then, I joined GitLab and had an easier time creating and reviewing MRs, and updating the GitLab website.

Now, I feel more comfortable looking at websites' code and making MRs!





Environment

Creating the right environment is key to enabling cross-functional team collaboration and fostering a diverse community





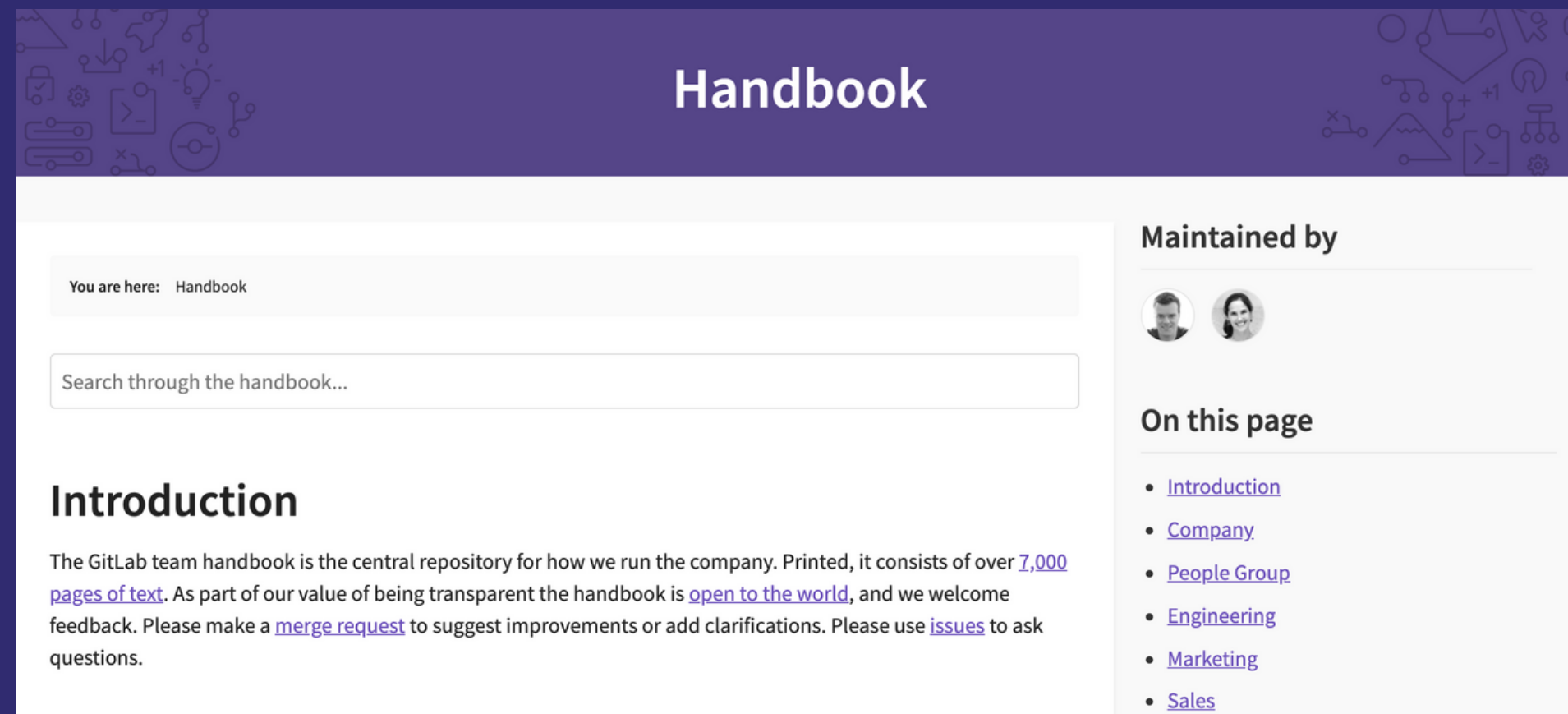
Documentation is key

At GitLab, we have a handbook-first approach and document all of our business practices.

It's integrated into our website, and "code owners" maintain each page.

Different teams have different processes.
Docs help people navigate cross-team collaboration.

Documentation enables a remote culture that depends on asynchronous communication.





Onboarding and training

There are many types of onboarding, for example:

- Tools onboarding
- Subject matter onboarding
- Social onboarding





Creating an onboarding issue template can help people self-serve

Nuritzi Esmeralda Sanchez's onboarding, starting on 2020-02-03 as Senior Open Source Program Manager



Welcome to your onboarding issue! We are so excited you're here! As a new GitLab team member, you will use GitLab as part of your job, and if you come from a non-technical background, this might be new to you. At times the onboarding issue might feel overwhelming, but if you have any questions along the way, please feel free to ask on Slack, our chat communication tool. You can find the most appropriate channel for your issue [here](#).

If you have any questions or suggestions about onboarding, please feel free to create an issue in the [People Ops issue tracker](#) or create a merge request for [this template](#) and assign it to a People Experience Associate, People Operations Specialist or Manager of People Operations to make this documentation better for the next new team member (you will learn more about how to do that as you progress through this issue!).

The onboarding issue is divided into what your ("New team member") responsibilities are, what your manager's ("Manager") responsibilities are, and what our People Ops team's ("People Ops") responsibilities are. Just focus on "New team member," and don't feel you need to rush through or complete each and every task on the required day. If you can't move forward with your onboarding tasks because People Ops, your manager, or your buddy haven't checked tasks they are responsible for, don't hesitate to send them a reminder!

There are a few location-specific onboarding tasks included. If one or more of these do not apply to you, feel free to either check them off in acknowledgment, or edit them out of your onboarding issue using the pencil edit symbol in the upper righthand corner of this page.

Take your time to work through this onboarding issue, and remember to practice the GitLab values of [iteration](#) and [efficiency](#) by [taking action](#) to fix missing or confusing information in the handbook, and [making a proposal](#) when you have ideas to make it easier to get started at GitLab.

Note: To provide timeline guidance, the onboarding issue is broken up by Days 1-4 and Days 5-30. It is critical that Days 1-4 are completed as soon as possible and in order. It may take longer than 4 days to complete these tasks, but we hope all team members can focus to complete them within 4-7 days. Do not feel pressured to complete all tasks for one particular day by the end of that day, there is flexibility and we do not want our team members to be overwhelmed. For the tasks in the Days 5-30 section, there is more flexibility to complete them as you complete your first 30 days at GitLab.

Note: In addition to general onboarding, you may have Department- or role-specific tasks to complete once you are done with your Day 1-5 tasks. See the section on [Job Specific Tasks](#) after the Day 5 section to see your tasks (if applicable).

Before Starting at GitLab

► Manager

► Buddy

► IT Ops

An onboarding issue template can be created with information like:

- History of the project
- Video recordings for how to use tools
- Tasks that all community members should do (read CoC, add to their profile page, etc)
- Instructions for scheduling coffee chats with team, or live onboarding sessions
- Links to information that you want all members to know
- Tasks to complete per team (Design, Engineering, Engagement)



Think about non-engineers regularly

This can influence how you do a lot of things.

Example:

The GitLab website has included links at the bottom where you can edit the page's markdown or open the page directly in WebIDE.



Edit [this page](#) — open [Web IDE](#) — please [contribute](#). 



Tips & Tricks

Some of my favorite GitLab tricks to help other non-engineers





Community Edition & Enterprise Edition















Labels

Community Edition:

- Labels are really flexible
- Subscribe to them

Enterprise Edition:

- Scoped labels

OSS Sponsorship	These are events that we are sponsoring as part of the GitLab for Open Source strategy Issues · Merge requests · Epics	  Subscribe
OSS Stage Blocked	Open Source project migrations that are blocked or stalled Issues · Merge requests · Epics	  Subscribe
OSS Stage Evaluation	Open Source orgs that are evaluating their move to GitLab Issues · Merge requests · Epics	  Subscribe
OSS Stage In Progress	Open Source project migrations that are in-progress Issues · Merge requests · Epics	  Subscribe
OSS Stage Review	Open Source project migrations that are complete but awaiting a retrospective Issues · Merge requests · Epics	  Subscribe

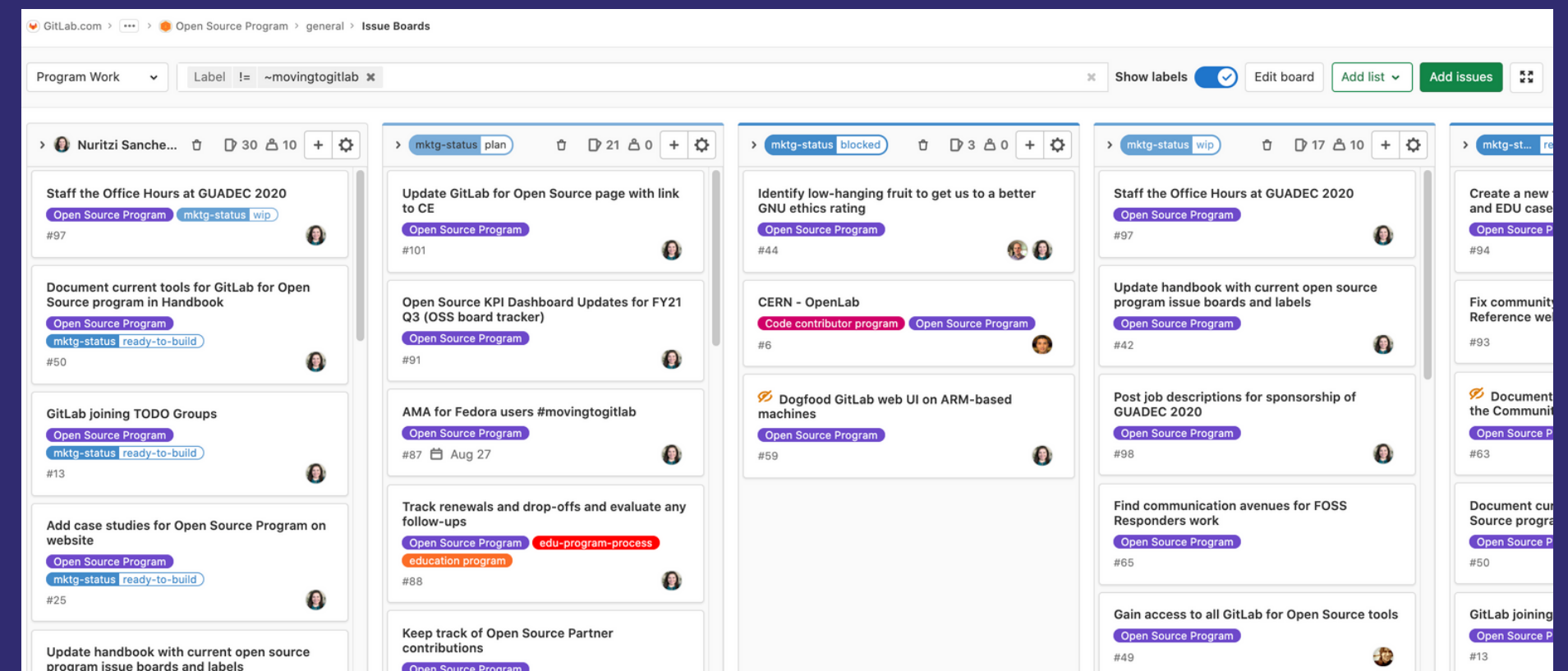
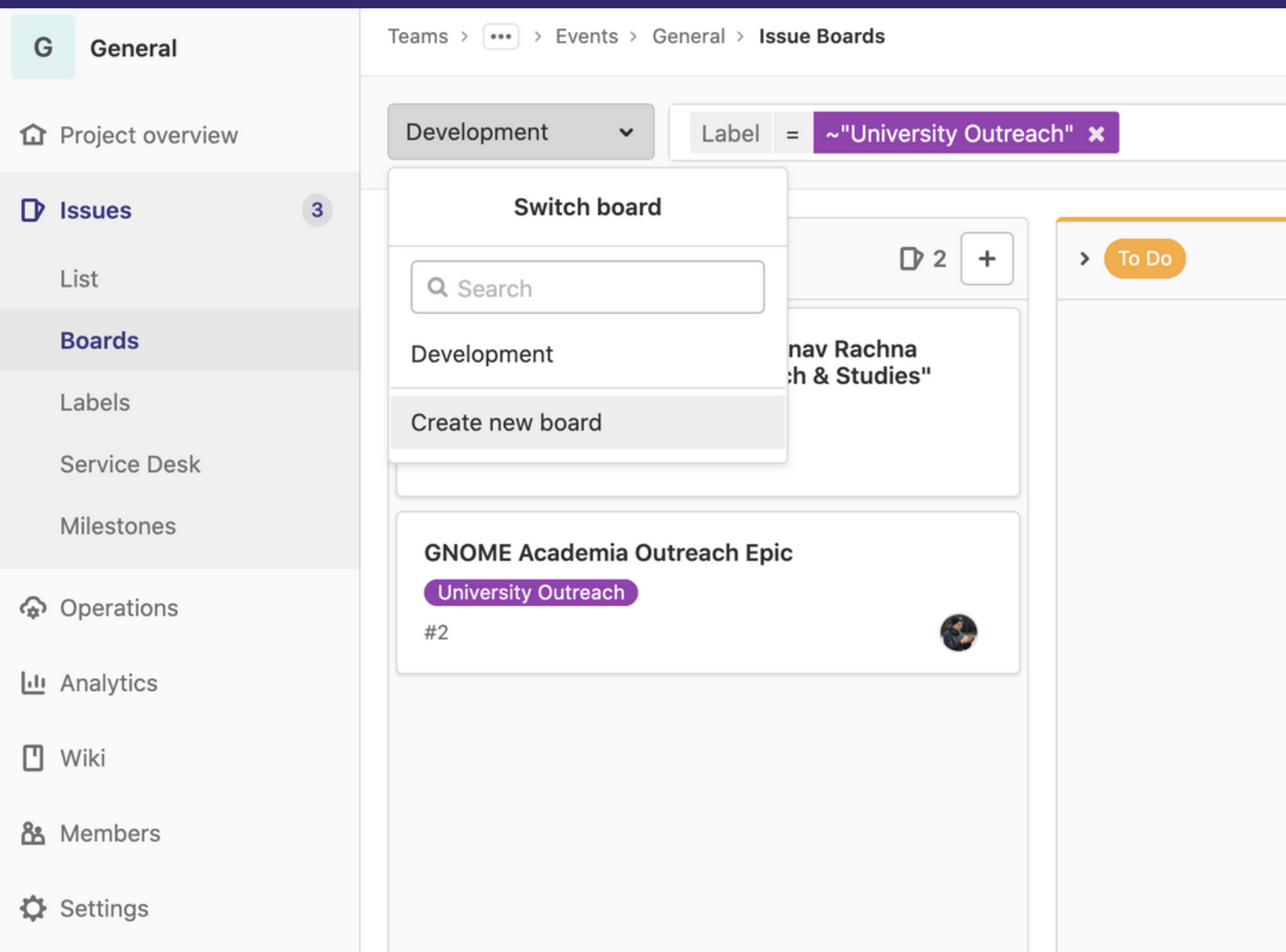


Kanban boards

Use them to track the status of issues or
sort by type

Create new ones with labels that you're tracking

Can also be used to see who is assigned by
issues in one column






Notifications


Global notification level




 Participate ▼

☒ Receive notifications about your own activity

GitLab.com > ... > Open Source Program > general > Details



general 
Project ID: 11699191 | [Leave project](#)

 16 Commits  1 Branch  0 Tags  195 KB Files  297 KB Storage

Track general issues related to the [Open Source Program](#)



Auto DevOps

It will automatically build, test, and deploy your application based on a pred

Learn more in the [Auto DevOps documentation](#)

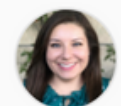
Enable in settings

master ▼

general / + ▼

History

F



Delete private-migrations.md

Nuritzi Sanchez authored 2 months ago

5946ce3a



Notification setting - Global



★ Unstar

2

Y Fork

0

✓ Global

Use your global notification setting

Watch

You will receive notifications for any activity

Participate

You will only receive notifications for threads you have participated in

On mention

You will receive notifications only for comments in which you were @mentioned

Disabled

You will not get any notifications via email

Custom

You will only receive notifications for the events you choose



Issue Templates

So important!

Train people how to create templates on their own.
Include a link to documentation for this in your onboarding issue.

Add automatic labels and tagging of users

New Issue

Title

Description

Choose a template

Filter

- retrospective-crisis
- sales-linkedin-enablement
- social-event-request
- social-general-request
- social-listening
- social-team-advocacy
- sweepstakes-official-rules-template

New Issue

Title

Description

Write Preview

Request for organic (non-paid) social promotion

Requester: Please acknowledge the following before filling out your request

- ☐ I understand that all social requests need a minimum of **1 full week** between the request and the first published post date and that I cannot put in a request for the same week.
- ☐ I understand that if my request is not tied to a corporate marketing-focused timed event or campaign, that the publishing schedule is entirely at the discretion of the social team.

STEP 1: For Requester

Details Details

- What is your request all about?
[add details here]
- Pertinent or other go live date(s):
[add date(s) here]
- Is there a landing page? If not, please note you'll need to provide this link in order for us to move forward.
[add page link, other details, here]
- What is the overall utm_campaign? - webcast123, i.e. utm_campaign=webcast123

STEP 5: Social Team: Scheduled posts

- ☐ All posts that can be added to Sprout are scheduled
- ☐ Comment on this issue with any need-to-know details

Social Team: Once the posts available to add to Sprout are scheduled and live coverage is completed, you may close this issue.

Adds **Corp Comms** **Corporate Marketing** **Social Media** **mktg-status** **plan** labels. Assigns **@ksundberg** and **@wspillane**.

https://gitlab.com/gitlab-com/marketing/corporate_marketing/corporate-marketing/-/issues/new



Lists with tasks

* ☐ - creates the fancy checkboxes we use to mark tasks done.

WritePreview

B*I*`</>`🔗☰☰☰

```
4. What is the overall utm_campaign? - *webcast123*, i.e. *utm_campaign=webcast123*
<!-- The social media team will use [this tracking sheet](https://docs.google.com/spreadsheets/d/12jm8q13e3-JNDbJ5-
DBJbSAGprLamrilWIBka875gDI/edit#gid=0) to create URLs that are tied to social, and your campaign by using UTMs. Please
[review the guidelines in handbook](https://about.gitlab.com/handbook/marketing/revenue-marketing/digital-marketing-
programs/digital-marketing-management/#url-tagging) &/or speak with the marketer who is managing your campaign to ensure you
are not interrupting the reporting structure they have in place. -->

**[add utm_campaign here]**
* ☐ I'm not sure what my utm_campaign code is or there isn't one

5. What objectives do you want users to follow? (Think clicks, sign ups, awareness, etc.)
<!-- In most cases, every objective is not an appropriate course of action. If your objectives include registrations, please
use the social-event-request template. -->
* ☐ Awareness
* ☐ Clicks to a GitLab owned URL
* ☐ Clicks to a 3rd party URL
* ☐ A numerical goal of **[add goal here]**
<!-- Please note that for the numerical goal category, you may be referred to paid social advertising depending on the
specifics. -->

6. Are there existing assets to use on social or will you require custom designs? <!-- links with cards, images, or videos -
-->
* ☐ Existing Assets to use are located here: **[requester, insert link to related issue or repo for assets]**
* ☐ I require custom assets for social
* ☐ I'm not sure what I require (the social team will review with you in the comments below)
```

Markdown and quick actions are supported

Attach a file



With the recent addition of design management to Core, everyone can contribute even more! These features allow you to upload designs and suggest ideas, thoughts and changes.

Create design assets to promote LAS 2020 on Twitter and LinkedIn

I really like how [Lesbians Who Tech](#) promote their event. They have a folder with assets for participants to use when promoting the conference and sessions.

They sent this out in an email before the conference:

And to build visibility, [remember to RT us](#), share about your experience with [these graphics](#), and tag us on social with [#PrideSummit](#) [#LWTPride](#)!

Can we make something like that for LAS too? [@chenriksen](#)

Edited 1 week ago by Aleix Pol


Designs

Showing Latest Version ▾

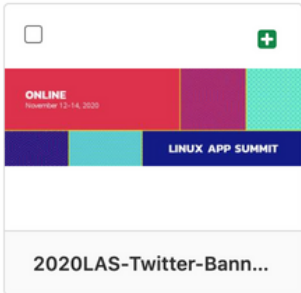
Select all

Delete selected


Upload designs



Drop or [upload](#) Designs to attach



2020LAS-Twitter-Bann...



2020LAS-Twitter-Profil...

The collage consists of three overlapping screenshots from a GitHub repository. The top screenshot shows a GitHub issue titled "Create design assets to promote LAS 2020 on Twitter and LinkedIn" with a red banner for "ONLINE November 12-14, 2020". The bottom-left screenshot shows a comment by Nuritzi Sanchez asking to change a section to a hashtag. The bottom-right screenshot shows a blue banner for "LINUX APP SUMMIT".












Suggestions in code

Snippets and commenting in line --
both are super useful!


```
514 asset_type: blog_post
515 + asset_link: https://www.freedesktop.org/wiki/
516 landing: false
517 opensource_partner: true
518 - name: X.Org
519 logo: /images/organizations/logo_xorg.svg
520 industry_type: 'technology'
```

Commenting on lines 510 to 510


 **Write** Preview **B** *I* “ ”  `</>`       

Insert suggestion

```
```suggestion:-0+0
 logo: /images/organizations/logo_freedesktop.svg
```
```



Markdown is supported  Attach a file

Start a review Add comment now Cancel

source/handbook/marketing/community-relations/opensource-program/index.html.md 


[Show unchanged lines](#)

```
87
88 * [AWS](https://aws.amazon.com/blogs/opensource/aws-promotional-credits-open-so
89 * [Packet.io](https://www.packet.com/community/open-source/) - Packet.com provi
90 + * [Discourse](https://free.discourse.group/) -- Provides a free version of their popular forum software for open source projects. The [GitLab forum](https://forum.gitlab.com/) uses a more robust version of this product.
```



 **Michael Friedrich** @dnsmichi · 2 weeks ago Developer 

The definition of a more robust version is unclear. I would add that our requirements are higher and as such we are using the paid tier.

Everyone can run Discourse on their own server, as the software is free and open source.

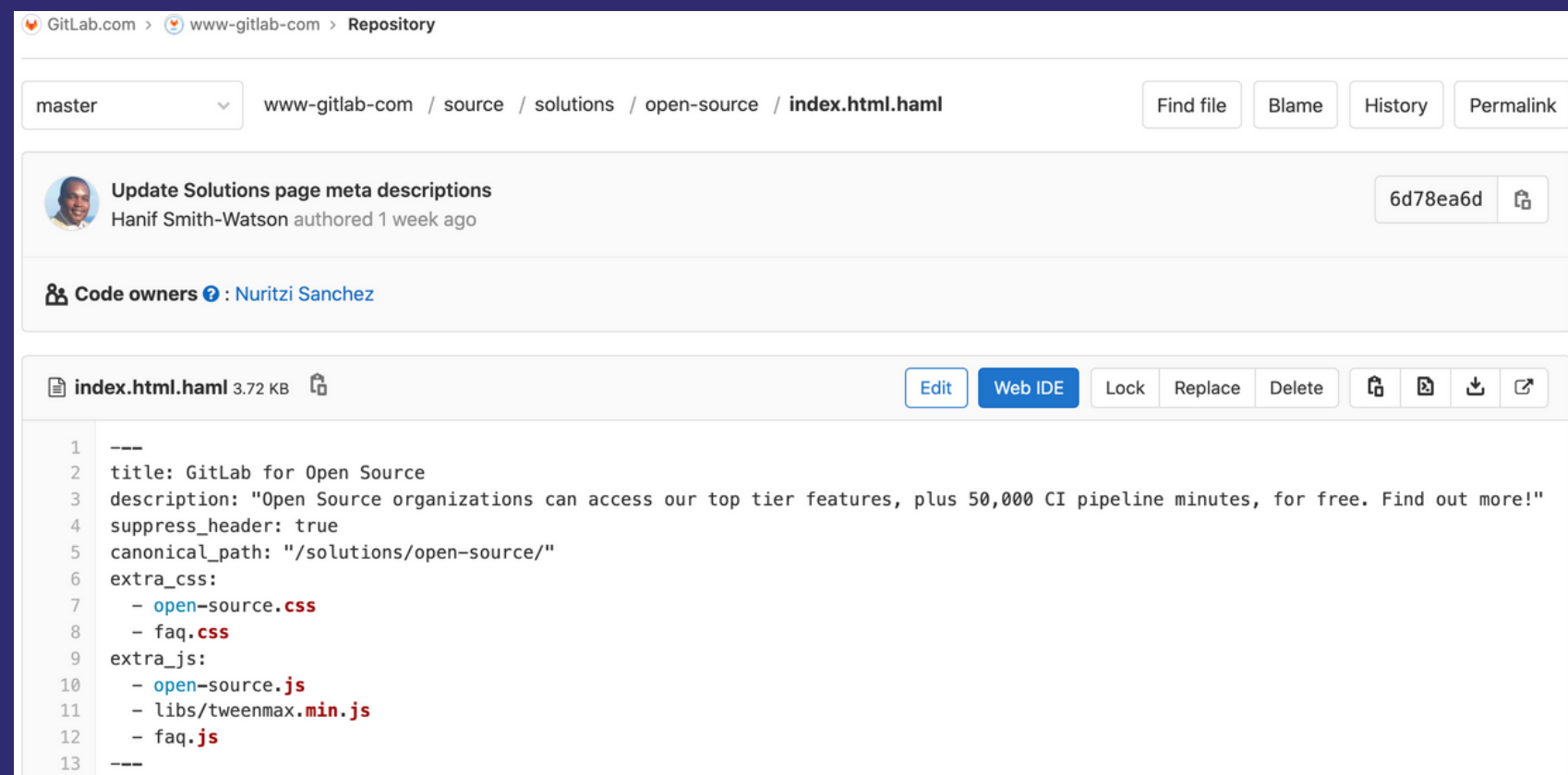
Suggested change  [Add suggestion to batch](#) [Apply suggestion](#)

```
90 - * [Discourse](https://free.discourse.group/) -- Provides a free version of their popular forum software for open source projects. The [GitLab forum](https://forum.gitlab.com/) uses a more robust version of this product.
90 + * [Discourse](https://www.discourse.org/) -- Provides [free hosting](https://free.discourse.group/) of their popular forum software for open source projects. The [GitLab forum](https://forum.gitlab.com/) requires additional attention and uses the paid plan.
```

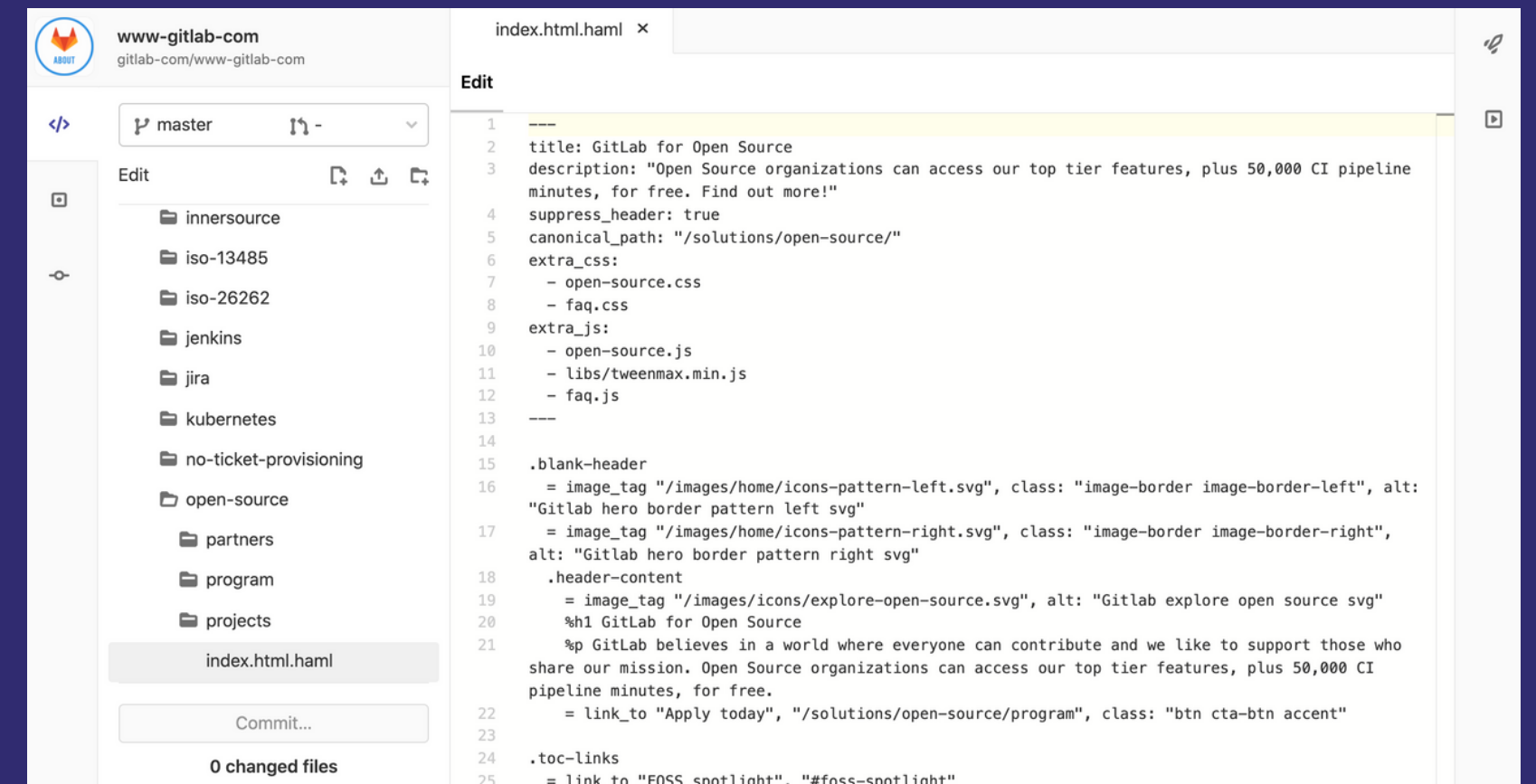
 Reply... [Resolve thread](#) 



Different ways to make MRs



Edit the markdown page directly



Open the file in the WebIDE



GNOME



GitLab



Thank You!

Nuritzi Sanchez

 @1nuritzi

 /nuritzi

