KDE Support

a challenging way to contribute
• Community based support
• Mailinglists, newsgroups, web forums, IRC channels
• Direct contact between users and creators
Positive aspects

• gratifying
• everyone can do it
• scaling good in time
• improves your knowledge
• creators can gather feedback
Personal challenges

- having trust in your knowledge
- different ways of thinking
- language barriers
- professional distance
- overestimating your time budget
Project challenges

- lots of users
- channels disconnected from each other
- unknown downstream modifications
- external services
- project boundaries not visible
- different communication preferences
- creators retreating
Ideas for the future

• single sign-on
• easy delegation
• bridges between communication channels
• extraction of feedback for creators
• regional channels
Any questions?