

COMMUNITY ENGAGEMENT

Phase II: Establishing Community Engagement Infrastructure



Activity 9: Identify Infrastructure for Community Engagement

Goals

1. Identify the processes and infrastructure you need for engagement

Related Activities

[Activity: Determine New Forms of Community Engagement](#)

Who Should Participate?

Outreach Committee members; others interested in engagement. Consider if you should ask reps from specific stakeholder groups (e.g., a developer if developers are a targeted stakeholder group)

Length

30-60 minutes

Pre-Work

Define Infrastructure: Define engagement infrastructure for your program and community. Infrastructure could include:

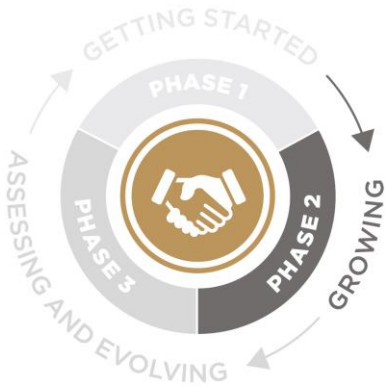
- Systems such as Slack, a wiki, a blog, or ticketing
- Human resources such as committees
- Processes such as codified workflows

Map Current Infrastructure: For this activity, you will want to make sure everyone is clear on what you currently have now so you can consider how to review, grow, support and sustain it.

Activity Instructions

Now that you know what kind of activities you want to support ([Activity: Determine New Forms of Community Engagement](#)), determine the infrastructure you need to create and support. Consider if you need to create new ones or if you can enhance existing ones.

This can be done in one small group, or you can assign each small group a different stakeholder to consider and come back together with the larger group for Step 3.



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1. Identify specific infrastructure for the kinds of engagement you want to support. Examples are listed below in *blue italics*.

Engagement + Activities	Infrastructure Need
<i>New member onboarding: Review user documentation</i>	<ul style="list-style-type: none"> - <i>Standardized style for all documentation</i> - <i>Centralized location for all documentation</i> - <i>Mechanism to submit proposed changes</i> - <i>Notifications for changes</i>
<i>New code contributor onboarding: revise technical documentation</i>	
<i>Social media engagement</i>	<i>Code of Conduct</i>

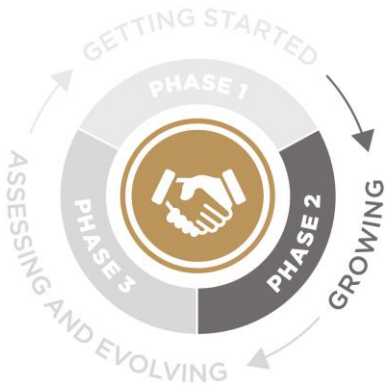
2. Prioritize specific processes and infrastructure for the kinds of engagement you want to support using “Sticker Vote”

- o Consider prioritized stakeholders (Activity: Who is Your Community) and strategic program goals
 - In a sticker vote, each participant is assigned a number of stickers - these can be physical stickers in an in-person event or a specified piece of text (e.g., +1) in a virtual environment. Participants place their stickers or text alongside the options they’re voting for, according to the parameters of the exercise (e.g., most important, most likely, most interesting, etc.).

3. Map prioritized infrastructure components needed and who will be responsible.

a. Create a plan to map engagement to those responsible for piloting. Examples are listed below in *blue italics*.

Kind of infrastructure	Stakeholders involved	Components needed	Who will pilot? When?
<i>Improved documentation processes</i>	<i>Current users; consider if someone new to community would be good beta tester/reviewer</i>	<ul style="list-style-type: none"> - <i>Standardized style for all documentation</i> - <i>Centralized location for all documentation.</i> - <i>Mechanism to submit proposed changes</i> - <i>Notifications for changes</i> 	<i>Person name, Q1 Year</i>
<i>Code of Conduct</i>	<i>Consider reaching out to those new in community who could use a small</i>	<ul style="list-style-type: none"> - <i>Create small team</i> - <i>Review sample codes</i> - <i>Create draft</i> 	<i>Person name, Q3 Year</i>



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	<p><i>engagement opportunity to get more involved</i></p>	<ul style="list-style-type: none"> - Share for feedback - Pilot and seek feedback - Revise as necessary - Set up review schedule 	
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Next Steps

Set up an annual review cycle.

- Review/measure progress towards those initial goals. Determine gaps in work done.
- Review the original priorities and consider whether new groups or activities need to be incorporated and determine new tools.
 - Do you need to support different languages, customs, time zones, or skill sets?
 - Do you need to participate with different conferences in adjacent communities?
 - Consider the time and resource commitment for sustaining any new tools created: Is this a tool that would replace something else? Do you or others have time to add the maintenance of this?
- Prioritize if needed. Establish updated timelines.