

| Participant 1   |               |   |  |  |  |  |
|---|---------------|---|--|--|--|--|
| <i>Pains/comments</i>   | <i>Tag</i>    |   |  |  |  |  |
| Ability to re-use data that others have researched (venues, budget constraints, swag vendors, active local meetups) | data          |   |  |  |  |  |
| Nowhere to store information collected for bid research purposes/to do lists  | data          |   |  |  |  |  |
| Too many places to look for potential Fedora events   | events        |   |  |  |  |  |
| Difficult to meet people in local community   | people        |   |  |  |  |  |
| Difficult to identify opportunities for outreach at local non-Fedora-sponsored events                               | events/people |   |  |  |  |  |
| Likes the freedom to choose what vendors/etc to use.  | data          |   |  |  |  |  |
|   |               |   |  |  |  |  |
| Participant 2   |               |   |  |  |  |  |
| <i>Pains/comments</i>   | <i>Tag</i>    |   |  |  |  |  |
| Hard to find local people, especially non-ambassadors   | People        |   |  |  |  |  |
| Too many ways to find out about events  | events        |   |  |  |  |  |
| Inconsistent processes and tools for ambassadors in different regions   | tools         |   |  |  |  |  |
| Hard to create local meetups for Fedora   | events        |   |  |  |  |  |
| Hard to find out about events happening soon  | Events        |   |  |  |  |  |
| Budget is confusing.  | Events        |   |  |  |  |  |
| Likes being aware of what ambassadors as a whole are doing through mailing list                                     | Plus          |   |  |  |  |  |
| Pretty happy with ambassador tools for event organizing and with how easy to use wiki is                            | Plus          |   |  |  |  |  |
|   |               |   |  |  |  |  |
| Participant 3   |               |   |  |  |  |  |
| <i>Pains/comments</i>   | <i>Tag</i>    | <i>Notes</i>  |  |  |  |  |
| Very slow connection speed  | Practical     |   |  |  |  |  |
| Politics is a problem; potentially arrested   | Practical     | Need a way to prevent discussion of politics in some local groups?  |  |  |  |  |
| Social networking activity is a lot of work   | people/events |   |  |  |  |  |
| Lots of work to be a resource for so many people  | Data          | She does like being a resource and seeing people make good use of what she provides. Not sure if this would mean she'd prefer not to have resources more easily accessed by others.   |  |  |  |  |
| Needs to replace helpers regularly due to burn-out  | Practical     | Social networking helpers   |  |  |  |  |
| People near her more likely to go to talk than actually do things   |               | Working on a conference that is as much hackathon as conference   |  |  |  |  |
| People in Latin America don't use IRC.  | Practical     | They seem to use Telegram, instead, usually. And twitter. And Instagram   |  |  |  |  |
|   |               |   |  |  |  |  |
| Participant 4   |               |   |  |  |  |  |
| <i>Pains/comments</i>   | <i>Tag</i>    | <i>Notes</i>  |  |  |  |  |
| Finding Fedora people is hard   | people        | Wrote script to find people in a specific country location and send email   | Some people may not want to be easily found?   |  |  |  |
| Finding events can be hard  | events        | German linux page for Germany. had to explicitly search in Scandinavia. Baltic region also searched, but found nothing even with contacts. Often get pointers to other events at events.  |  |  |  |  |
| Wiki isn't structured enough for easy comparison of events  | data/events   |   |  |  |  |  |
| Estimating swag requirements can be difficult   | data/events   | Useful to have access to other people's experience to draw upon   |  |  |  |  |
| Germans will try to make everything into a non-profit organization  | Practical     | Germans will often want to make clubs and social groups into NPOs; this can be a problem because the US government will worry about money laundering. Don't let them or anyone else do this, even if it's normal in their country. Too much complication. | This is also a problem from the perspective of things like renting rooms: businesses are much more willing to let rooms out to NPOs than to individuals, in part due to liability. |  |  |  |

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| Easy way for people to suggest new types of swag/vote on ideas                                   | Practical         |   |   |  |  |
| Localization isn't done enough!  | Practical         | Not just translation, but having local resources.   |   |  |  |
| Likes the consolodation of swag requesting into a single tool                                    | Plus              |   |   |  |  |
| Doesn't like having to write up event reports.   | Practical         | Prefers to just post things to social media. Not sure if this is relevant to my purposes, but may be worth investigating what the pain points are.  |   |  |  |
| <b>Participant 5</b>   |                   |   |   |  |  |
| <i>Pains/comments</i>  | <i>Tag</i>        | <i>Notes</i>  |   |  |  |
| Poor internet connection   | Practical         | Couldn't leave my video running, he lost connection to BJ entirely, and had periods when the sound wasn't working well  |   |  |  |
| Loves collaboration, within open source and not.   | Plus              |   |   |  |  |
| Loves having ways to increase diversity and female participation and not-CS people and not geeks | Plus              |   |   |  |  |
| Not funded; cannot go to more universities for outreach even when they are contacting him!       | Practical         | Intern/not ambassador. But representing RedHat. Not liking that he has to say 'no' to places he'd love to help if money.  |   |  |  |
| Finds out about events because he knows lots of people   | Events            | Neutral, but I suspect that anyone new to open source India would struggle to find events   |   |  |  |
| He doesn't really seem to be looking for Fedora people, but he is an intern at Red Hat.          | People            | Neutral. No sense of how hard it is to find people in India.  |   |  |  |
| Figuring out timing of events that he runs is somewhat complex                                   | Events            | He talks to his friends at universities and to people who run technical clubs to identify topics and timing for his talks and presenations  |   |  |  |
| <b>Participant 6</b>   |                   |   |   |  |  |
| <i>Pains/comments</i>  | <i>Tag</i>        | <i>Notes</i>  |   |  |  |
| Poor internet connection   | Practical         | He couldn't get to a cafe with better connection due to rain. I had to leave video off. He turned his off, too, until it was time for screensharing. Frequent disconnection.                  | Had a <u>lot</u> of conection interruptions; likely why he was reluctant to screenshare. websites got really really slow, and often caused him to briefly stop being audible. |  |  |
| Doesn't need a tool to find events because people come to him                                    | events            | Well-known as an ambassador; perhaps not the typical user in this regard!   | Very few FOSS events in Asia, and mostly small.   |  |  |
| Asia doesn't know what IRC is.   | Practical         | Depending on where you are, facebook, whatsapp. wechat in China because everything else is blocked. (something that sounded like 'whyper' also, outside of China)                             | Most people use social media on their phone, and IRC sucks on the phone. Most of the listed social media apps don't cost anything on his phone plan (powerplus?).             |  |  |
| Much less available time than in NA and Europe.  | Practical         | Everything takes more time; driving to and from work, shopping, etc. And needs more sleep, perhaps due to weather (goes to bed at 10, rather than 1am. Most people do. Everything closes up). |   |  |  |
| Takes a lot of notes on paper, and uses a lot of paper for other things                          | Practical         | We should include a reasonable way to handle this, esp since we have designers!   |   |  |  |
| Registration tools often don't have enough flexibility for various types of events               | Practical         | Wanted to be able to add data fields as necessary: t-shirt size, food requirements, etc   |   |  |  |
| Prefers to organize events without help  | People            | Exception if he needs connections to do research and figure out things like quotes for t-shirt costs; talks to ambassadors in that case, usually Lep (sp?).                                   |   |  |  |
| Cambodia and SE asia <u>must</u> use Facebook to publish events. Also Eventbrite.                | Events, practical | There are a <u>lot</u> of events going on in Cambodia; makes it hard to get attendees.  | Free events are thought to have no value; they need to charge for people to actually go.  |  |  |
| APAC is more varied than other regions   | Practical         | Smallest budget for the biggest region.   | SE asia prone to worrying about saving face; Indians more direct.   | SE Asia unlikely to continue to work on things after an event. No critical mass to get them to do things without a push. |  |
| Doesn't expect hubs to help with organizing events; hopes instead for overview page.             | Events            |   |   |  |  |
| Hard to search spreadsheets  | data              |   |   |  |  |

| <b>Participant 7</b>   |             |   |  |  |  |  |
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| <i>Pains/comments</i>  | <i>Tag</i>  | <i>Notes</i>  |  |  |  |  |
| Finding out about events in AU is very difficult   | Events      | He seemed very frustrated about this.   |  |  |  |  |
| List of available local venues for meeting seems useful  | Events/data | Had him walk through what he might expect from a tool for creating an event, just to get some more ideas about what to talk about |  |  |  |  |
| People who are not at RedHat office do come to RH events, someone must have a way to find them | people      |   |  |  |  |  |
| Wayland in Fedora 25 defaults to not allowing screensharing!                                   | Practical   | This is a problem; how do I get around this for future interactions? Why didn't anyone else run into it?                          |  |  |  |  |