Bugs & Wish list

Paid support page: remove contradiction | Tiki Wiki CMS Groupware :: Development
Paid support page: remove contradiction

Status
    Closed

Subject
    Paid support page: remove contradiction

Category
    - Community projects

Resolution status
    Fixed or Solved

Submitted by
    Marc Laporte

Lastmod by
    Marc Laporte

Rating
    (0)

Description
    On Tiki board for paid support request, I see: "This board is a listing of task and ticket for which
    someone agreed to pay for." and after "We modified and introduce the "paid" support request
    system in 2021. You may find prior tickets that are categorised as "Support request" where the
    creator of the ticket is not interested in paying for a fix."

    This is confusing. Why was a tag re-used if it has a different meaning?

Solution
    Support request removed as agreed during the TRM of the 19/12/2021

Importance
    8

Easy to solve?
    8

Priority
    64

Demonstrate Bug (Tiki 19+)
    ## Please demonstrate your bug on show2.tiki.org

    Version: trunk ▼

Demonstrate Bug (older Tiki versions)
    ## Please demonstrate your bug on show.tikiwiki.org

    Version: 18.x ▼

Ticket ID
    7944

Created
    Thursday 25 November, 2021 02:50:30 GMT-0000
    by Marc Laporte

LastModif
Monday 27 December, 2021 05:56:48 GMT-0000

Comments

Bernard Sfez / Tiki Specialist 26 Nov 21 15:57 GMT-0000

It was made public and discussed in time and people were actively invited to participate.
Very few tried to do something about it and it was done like this.

While several users claimed a "paid support" system is needed in Tiki very few people add a ticket and
to my knowledge no developer ever answer a request.

Please feel free to improve and change things.

Marc Laporte 26 Nov 21 17:33 GMT-0000

ok, do you remember who (if any) were the other proponents of adding this?

I only see you as an editor of the wiki page Tiki board for paid support request and I understand from
your comments that there were perhaps other people. I also understand you don't want to invest more
time in this.

Marc Laporte 26 Nov 21 17:40 GMT-0000

I intend to talk to the people who were proponents and see if they can finish the job. Otherwise, I
will delete it as it's confusing.

Marc Laporte 26 Nov 21 17:41 GMT-0000

To re-iterate: I think this whole thing is a good idea, but below a certain level of quality, it's
better not to do it at all.

Bernard Sfez / Tiki Specialist 27 Nov 21 07:57 GMT-0000

Paid Support
Few link to pages and discussions I could found with sitting all days in front of the screen (as
Rodrigo says; why things take so much time when done with Tiki...).

- https://tiki.org/202101-TAG-Meeting#Quick_Update_on_Contracting_Tiki_Development
- https://tiki.org/forumthread76178-How-a-developper-can-be-hired-for-Tiki-jobs
- https://tiki.org/forumthread76004-How-to-hire-a-Tiki-developer-for-a-task-ticket

- https://tiki.org/forumthread76756-Evaluating-how-to-boost-our-Support-Request-paid-job-communication

From memory, I invited the Admin (admin list) to discuss this in a smaller comity (I don't keep mail archives anymore)
It was also vaguely discussed in the Tiki-Community-2021-Navigation-Revamp

Many people were not very warm for such addition and the overall conclusion was;
We need to evaluate with the minimum changes, we are not sure it really worth big changes therefor they must be avoided.
That why my actions to improve in this area were very limited following the community suggestions.
I personally had a different idea (like a specific board) but I sticked to the consensus.

So, people were consulted, I found myself the sole volunteer to do the work and this is the result.
In an extra effort to satisfy your request and to clarify even more:

- I checked the items created an item within the category "Support Request" back to 2019 and I personally contacted the users where it was relevant.
- The text you see at https://dev.tiki.org/Tiki-board-for-paid-support-request was reviewed and corrected by other members.

Dear Marc,

First, you misunderstood me, I'll be happy to help improve about "Paid support", I don't see interest in this kind of investigation as things done were discussed and agreed with/by the community. You can create a page, start a discussion in forum or a list, put it as a topic for the next TRM or continue on the comments here.

Secondly, I understand the situation raise a big concern for you.
It is a big concern to me too; we discussed together that topic several times and that it despair me that I can't find and pay a developer for urgent tasks. ?
This said, the Tiki project is a collaborative project and a sentence like *Otherwise, I will delete it as it's confusing* is not collaboration.

In a more general way, and because my own mistakes, I learned it is important we pay attention to others good will, feelings and contributions.
Unless they act on their own, wildly and without considering others work, people that contribute should feel good about it and deserve a big thanks for volunteering to improve Tiki with out really seeing a penny in return.
Best is to act during the initial stage of a change or a contribution of course, but if it didn't happen and their attempt is not good enough (in others eyes) I think we should try to improve with them and with the rest of the community.

Because "coming after things were done" and "destroying" others work is the best way to cut people's legs when it comes to contribute to Tiki.
May be one among other possibility to explain why we are so few ?

I also find out it is not possible to decently search in Tiki a post in a specific forum for a specific author so I created bug reports. ?

https://dev.tiki.org/item7949-Tiki-Search-filters-are-broken
https://dev.tiki.org/item7950-Forums-should-have-adapted-Search-tools
I had to create my own plugin List to see the results I needed.

Marc Laporte 27 Nov 21 22:05 GMT-0000

ok, I see how you feel.

But do you see my concern?

I wasn't at those discussions, which is why I am asking questions.

I can hide the page so it remains in archives until someone wants to work on it and bring to a quality level which is good enough to make public.

Bernard Sfez / Tiki Specialist 28 Nov 21 06:37 GMT-0000

"quality level which is good enough to make public" ? ?????
I can post a hundred of link to Doc, Dev, Tiki pages were "quality level which is good enough to make public" is clearly not reached... no need for a discussion about this.

To answer your question;
In my opinion you can hide because this attempt didn't give any result and is not used.

More important at this point, no developers show any interested in this. Without developers this is totally useless... hope to see a change soon with new developers coming in.

About the categorised tasks (2020+) I'm pretty sure I'm the only one that really tried to use the "Paid support request".

- **@hman** and **@Xavi (as xavidp - admin)** never answered my mail or questions about their tasks
- **@Gary Cunningham-Lee** added a task writing it shouldn't be here ?
- For **@Robert Andrews** and **@Lluc Estrany** I can't say... may be they can let us know here (but no mention of paying something) ?

Thanks for improving

hman>Bernard Sfez / Tiki Specialist 28 Nov 21 08:50 GMT-0000

Replied to
"quality...

"hman and Xavi (as xavidp - admin) never answered my mail or questions about their tasks "

Which questions would that be? I have used the support tag before learning it was (or better: became!) used only for paid support. In my opinion paid support can be a useful addition for

Tiki. But care should be exercised to make results of such support public. This might lead to contradicting development goals.

The Tiki community must of course be interested in obtaining any such fruits of improvement effort. Developers offering paid support are of course interested in receiving adequate payment for their labour, which might introduce the risk of a bias towards paid support. On the other hand, people recruiting developers for paid support will be interested in paying less. So we have three parties with different goals, which fortunately overlap to some degree.

Some form of transparency will be needed. People need, at the least, a good estimate of upcoming cost. I see the danger of bias particularly where Tiki touches the field of commercial activity. A prime example might be the utter lack of payment instruments in Tiki itself: Currently, Tiki offers but ONE internationally useful payment method, which is Paypal.

But Paypal has earned bad reputation among people offering goods and/or services by execising a VERY strong bias on consumer friendliness. Up to a degree where malevolent consumers can try to rip off sellers by abusing Paypals consumer bias... But Paypal also has a bad reputation among non-profit organisations. The clientele of those have a bias against using Paypal. So Paypal is a working, but not an attractive payment method.

Tiki lacks the #1 international payment method, these are credit cards. Some card processors do offer open APIs for adding their services, including support. But any software that accepts and processes credit cards is under close scrutiny of regulatory bodies, especially in the European Union. Rules are VERY strict (PCI), and sometimes code must be validated officially. Which of course will increase the cost for implementation...

I have no figures of the (in my observation shrinking) user base of Tiki, but I suspect non-profit orgs may be a good part of it. Commercial enterprises might prefer commercial CM solutions, because those offer a plannable cost structure. So the group with assumably to be biggest user base in Tiki has the least financial resources to pay for needed professional support. Just my 2 Cents.

Bernard Sfez / Tiki Specialist>hman 28 Nov 21 10:04 GMT-0000

Replied to
"hman and...

I contacted you twice about this and I didn't received any answer. (not to mention the discussions you seems to be aware of by your last comment)

The Tiki Community is an open community and allow its members to change things.
You could have collaborate to this topics during our different discussions, especially after being contacted personally.

Hope you will participate next time and share with us your valuable knowledge.

hman>Bernard Sfez / Tiki Specialist 28 Nov 21 10:13 GMT-0000

Replied to
I... I do not recall being contacted by you personally. When was this and on what opportunity? If your communication was on d.t.o, I believe to have answered all questions posed to me. If your communication went through e-mail with "tiki" in the "From:" field, please bear in mind that for some weeks now I get flooded with such e-mails (~ 800 in the last couple of weeks)....

Bernard Sfez / Tiki Specialist>hman 28 Nov 21 10:17 GMT-0000

Replied to I do not...
Dear **@hman**, it was a direct email from my account.
But we are turning around with things that are not relevant to make progress, let's move on. ?

Do you requested "Paid Support" for those items ?

- https://dev.tiki.org/item7718-How-can-elements-of-a-horiz-menu-be-aligned-vertically
- https://dev.tiki.org/item7717-How-to-move-carousel-to-the-center-of-the-page

hman>Bernard Sfez / Tiki Specialist 28 Nov 21 14:50 GMT-0000

Replied to
Dear...

I have a rather huge e-mail storage here. My mail arrives unprocessed by my ISP, so every mail really does arrive here. And I am in the habit of not deleting mails, unless my learning filter (Thunderbird) classifies them as spam. Even then, mails only get sorted into the spam folder and are only deleted later on, and manually. Neither there nor in the logs I see direct mail from you. I did get some from Gary and some from Marc and from two prospective devs, which I did answer. Also, I must (!) regularly purge my folder "Bugtracker", where all e-mails that stem from Bugzilla, Github or d.t.o. get sorted into (automatically), which really sees a flooding over the past weeks. Currently, 784 unread mails in there about some status changes in d.t.o.

Regarding the tickets you quoted: When you read what's in there it should be clear. When I opened those, I did not want to request paid support. I wasn't even aware that the rules had changed, which I learned - from you!

But in hindsight, both issues are important enough for me (they are not bug reports, but seeking help for some problems I encountered) that I could actually use paid support - if I get an estimate so I can calculate. The Tiki where I could use this advice is run for a non-profit org, but I might be willing to pay for that myself. IF I see a reasonable cost to effect ratio...

Bernard Sfez / Tiki Specialist>hman 28 Nov 21 18:04 GMT-0000

Replied to
I have a... Thank you.

Attachments

	filename	created	hits	comment	version	filetype	

No attachments for this item

The original document is available at
https://dev.tiki.org/item7944-Paid-support-page-remove-contradiction