

Support Anxiety—the highest barrier to open source deployment

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Welcome

Our job today: exploring support models for open source deployments in UK higher and further education.

- 👉 What are the support models for OSS?
- 👉 How do commercial vendors work with OSS?
- 👉 How can institutions combine together to support each other?
- 👉 What is the implication of doing it yourself



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The common perception about Open Source and support

Ray Lane, former Oracle executive, cites 6 problems with open source:

- 👉 **Informal support**

- 👉 Velocity of change

- 👉 No roadmap

- 👉 Functional gaps

- 👉 Licensing caveats

- 👉 ISV endorsements

(ZD Net March 2004

http://techupdate.zdnet.com/techupdate/stories/main/Six_b



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 **Six barriers to open source adoption**

By Dan Farber
March 20, 2004

Forward in [E-MAIL](#) Format for [PRINTER](#)

We all know about the benefits of open source software in lowering total cost of offering more choice and the increasing quality and functionality of the code. T an edge server and now migrating toward the data center is clear validation the model has taken root.



Sup

... in more detail

"The free license for an open source package is just a fraction of the cost to deploy and maintain an application. The support infrastructure and assurance is less defined, and enterprises must proceed at their own risk. In many cases, an enterprise can rely on the open source community for more informal support, which won't be sufficient for mission-critical applications."



How can we get that support?

We can

- 👉 **make a virtue of** Velocity of change
 - 👉 **celebrate** No roadmap
 - 👉 **plug** Functional gaps
 - 👉 **make light of** Licensing caveats
 - 👉 **stand aloof from** ISV endorsements
- but can we ignore the issue of support?



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... or are they *all* about support

We can

- 👉 *Velocity of change*: who supports change?
- 👉 *No roadmap*: how do we plan support needs?
- 👉 *Functional gaps*: will we need support to plug them?
- 👉 *Licensing caveats*: does this impact on who can provide support?
- 👉 *ISV endorsements*: will anyone admit to being able to help us?



aargh

PANIC



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What did the OSS Watch scoping study find?

- Only 3% of respondents chose open source because of the support
 - 37% (41% in FE colleges) cite 3rd party support as a major concern (though interoperability was a higher concern)
 - ‘In one department, there was no explicit strategy, but IT support was offered only for a limited number of systems, effectively creating a *de facto* strategy’
- very little awareness of the range of support models

The goal



(photo copyright Brian Wilson)

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Do it yourself?



Join a consortium



(photo copyright Brian Wilson)



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Employ a specialist consultant



Stick with your existing vendors



The truth

There is no silver bullet.

- ☞ support for open source is as patchy as it is for proprietary software
- ☞ all large software deployments need support
- ☞ the availability of source code sometimes makes it easier to shop around
- ☞ open source has support ranging from geek teenagers to IBM, *with a lot in between*



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The structure of the day

10:20 - 11:45: Do It Yourself Adam Marshall, Senior VLE Developer, University of Oxford
Joel Greenberg, Director of Strategic Development, Learning and Teaching Solutions, The Open University

12:00 - 13:15: Join a consortium Ian Dolphin, University of Hull and JA-SIG
Paul Cooper, OpenAdvantage

14:15 - 15:30: Get consultancy support Michael Sekler, OS Consult
John Merrells, Parthenon Computing

15:45 - 17:00: Vendor support Simon Lidgett, Novell
John Heath, Senior Software Architect, Sun Microsystems



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New from OSS Watch

OSS Watch is constantly seeking to improve its service. These are the latest developments at OSS Watch:

OSS Watch News RSS XML feed Include OSS Watch news on your website

<http://www.oss-watch.ac.uk/rss/summary.rss>

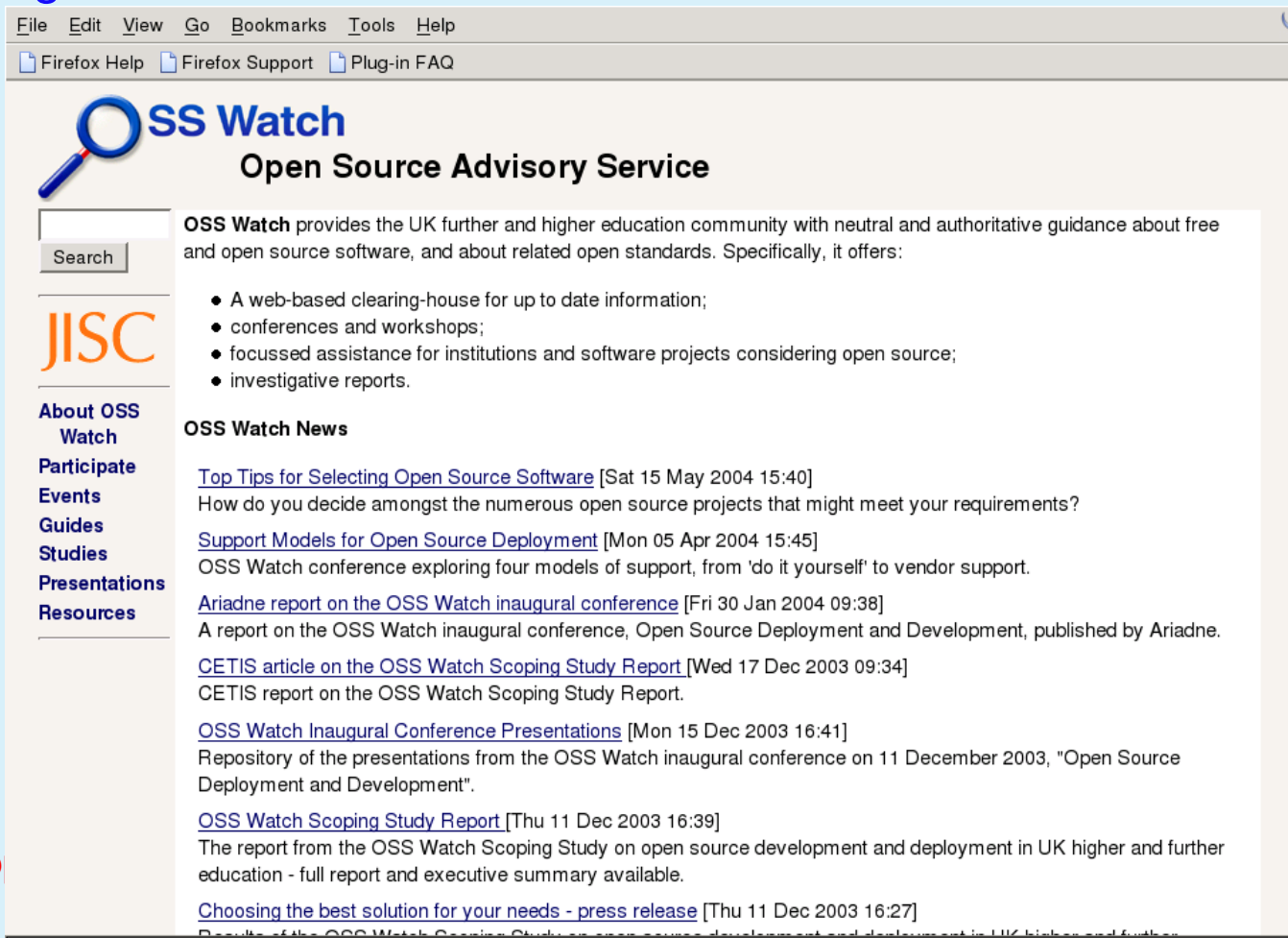
OSS Watch - RSC Roadshow Together with JISC Regions Support Centres, OSS Watch is presenting a series of events for FE colleges

IPR and Licensing Workshop This OSS Watch focused workshop brought together experts from a cross-section of our stakeholder community to explore the issue of intellectual property rights (IPR)



OSS Watch

Visit our web site after tomorrow to read today's talks again



The screenshot shows a Firefox browser window displaying the OSS Watch website. The browser's address bar shows the URL 'http://www.oss-watch.ac.uk/'. The website header features the OSS Watch logo (a magnifying glass over the text 'OSS Watch') and the subtitle 'Open Source Advisory Service'. A search bar is located on the left side of the page. Below the search bar, there is a navigation menu with links for 'About OSS Watch', 'Participate', 'Events', 'Guides', 'Studies', 'Presentations', and 'Resources'. The main content area is titled 'OSS Watch News' and lists several recent articles with their dates and times. The articles include: 'Top Tips for Selecting Open Source Software' (Sat 15 May 2004 15:40), 'Support Models for Open Source Deployment' (Mon 05 Apr 2004 15:45), 'Ariadne report on the OSS Watch inaugural conference' (Fri 30 Jan 2004 09:38), 'CETIS article on the OSS Watch Scoping Study Report' (Wed 17 Dec 2003 09:34), 'OSS Watch Inaugural Conference Presentations' (Mon 15 Dec 2003 16:41), 'OSS Watch Scoping Study Report' (Thu 11 Dec 2003 16:39), and 'Choosing the best solution for your needs - press release' (Thu 11 Dec 2003 16:27). The website also features a JISC logo and a list of services provided by OSS Watch, including a web-based clearing-house, conferences, and assistance for institutions.

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OSS Watch provides the UK further and higher education community with neutral and authoritative guidance about free and open source software, and about related open standards. Specifically, it offers:

- A web-based clearing-house for up to date information;
- conferences and workshops;
- focussed assistance for institutions and software projects considering open source;
- investigative reports.

OSS Watch News

[Top Tips for Selecting Open Source Software](#) [Sat 15 May 2004 15:40]
How do you decide amongst the numerous open source projects that might meet your requirements?

[Support Models for Open Source Deployment](#) [Mon 05 Apr 2004 15:45]
OSS Watch conference exploring four models of support, from 'do it yourself' to vendor support.

[Ariadne report on the OSS Watch inaugural conference](#) [Fri 30 Jan 2004 09:38]
A report on the OSS Watch inaugural conference, Open Source Deployment and Development, published by Ariadne.

[CETIS article on the OSS Watch Scoping Study Report](#) [Wed 17 Dec 2003 09:34]
CETIS report on the OSS Watch Scoping Study Report.

[OSS Watch Inaugural Conference Presentations](#) [Mon 15 Dec 2003 16:41]
Repository of the presentations from the OSS Watch inaugural conference on 11 December 2003, "Open Source Deployment and Development".

[OSS Watch Scoping Study Report](#) [Thu 11 Dec 2003 16:39]
The report from the OSS Watch Scoping Study on open source development and deployment in UK higher and further education - full report and executive summary available.

[Choosing the best solution for your needs - press release](#) [Thu 11 Dec 2003 16:27]
Results of the OSS Watch Scoping Study on open source development and deployment in UK higher and further



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