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Commercial Support for OpenAFS

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Why bother?

- ▶ Peace of mind
- ▶ Service guarantees
- ▶ Migration support
- ▶ Defect resolution
- ▶ Enhancement of OpenAFS

- ▶ And it is available now :)

Peace of mind

- ▶ Being able to depend on specialists
- ▶ Being able to offload problem resolution
- ▶ Being able to budget support overhead

- ▶ Being able to hold someone accountable!
- - With solid contractual agreements

Service guarantees

- ▶ Specialized personnel
- ▶ Open (and frequent) communication
- ▶ Guaranteed response time
- ▶ No “one-off” patches unless requested
 - No “fork”!
 - Patches for other customers folded in
- ▶ True 24x7x365±1 support
- ▶ Onsite support when requested

Service guarantees (cont...)

- ▶ Active use of unstable OpenAFS releases
 - Patches are integrated into unstable releases
 - Brave souls run unstable releases and find bugs
 - Things eventually fold into a stable release

Migration support

- ▶ OpenAFS is being actively developed
- ▶ Leverage compatibility
- ▶ Leverage existing expertise
- ▶ Leverage existing infrastructure
- ▶ Move towards “real” support guarantees

Defect resolution

- ▶ Yes, there are bugs in OpenAFS :-)
- ▶ Heavy and “creative” use of OpenAFS tends to uncover the more obscure defects
- ▶ Fixes should be acceptable to gatekeepers
- ▶ Some things are already fixed in CVS HEAD
- ▶ Guaranteed response times
- ▶ OpenAFS community benefits from it all

Enhancement of OpenAFS

- ▶ New development keeps OpenAFS alive
- ▶ Funding enhancements offers advantages:
 - Contractual agreements (deadlines, ...)
 - Less chance for “scope creep”
 - Supports the OpenAFS community indirectly
- ▶ Enhancements are typically discussed with the community to promote acceptance

And it is available now :)

- ▶ Full 24x7x365±1 support
- ▶ Various support options available
- ▶ Average issue completion time: 9 hrs
- ▶ Average response time for issues: 2-10 mins

- ▶ No limitation on outstanding issues
- ▶ No “one-off” patches at all!

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