

## OpenSFS Support Working Group

### Charter

The OpenSFS Support Working Group (SWG) meets regularly and is responsible for reviewing status of open issues, refining priorities, and overall management of the problem resolution process. The Support Working Group is also responsible for providing the Technical Working Group members with information they need, such as support performance metrics, in order to help plan the evolution of OpenSFS. In the presumably extreme case where a customer is dissatisfied with the handling of a problem through the normal process, formal escalation to the OpenSFS Board of Directors can be invoked.

### Feedback from potential support vendor

During our working group discussions, we got feedback from a potential support vendor which we wanted to include in this draft of the white paper since these opinions influenced the proposed support models.

It is the belief of this vendor that they must work with the end customers or partners directly, rather than through OpenSFS. This is the only way they can provide quality support and be able to be accountable for that support. Supporting an OpenSFS release will not be possible, as they intend to support their own Lustre releases. They believe that each customer or partner may need something slightly different, and that the customer is best served by working directly with the support vendor to negotiate the support package that best meets the customer's needs.

### Support Model Proposals

Considering the above input in addition to the SWG's experience with different software support models, the SWG proposes the following two support models for consideration.

#### Open Source Model

In this model, OpenSFS manages a development tree with the latest fixes and features produced by OpenSFS members and contracts. OpenSFS would produce tar-ball releases from this tree, and provide free support on their own bug tracker. Commercial vendors might choose to use this tree as the base for new OpenSFS features, and would provide commercial support for their own releases directly to their customers.

Support, in this model, is best effort and provided by the OpenSFS members. Again, the idea is support is provided similar to how other open source products are supported.

#### Big RFP Model

This model attempts to address the concern that the support vendor would want control of the release it is supporting. A single RFP is issued which includes development of an OpenSFS release and support for such a release. The SOW would be negotiated such that individual OpenSFS members would execute

their own contracts with the vendor. This ensures that the vendor will know each of its customer's requirements.

The SOW would contain requirements to use an OpenSFS problem resolution process. This facilitates the ability to change the release/support vendor, if desired.