OPEN AFS®

OpenAFS Best Practices Workshop
Stanford, California
Mar 24-26, 2004

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 :)

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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!
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  - With solid contractual agreements

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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

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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

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Migration support

- OpenAFS is being actively developed

- Leverage compatibility
- Leverage existing expertise
- Leverage existing infrastructure
- Move towards “real” support guarantees

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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

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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

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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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