



# Using Open Source in the Enterprise

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**Industry Analyst Perspective:  
Beyond "Using" Open Source,  
Cultural and Operational Changes**

# Open Source?

- Low barriers to entry
- Public, individual driven community
- Source
- May be limits/requirements
- Not just GPL – wide spectrum
- Architecture of participation

# Using



OSS in Development



OSS in Production



# Quick & Easy

- Low barriers to entry
- Make it easy
- Establish policies



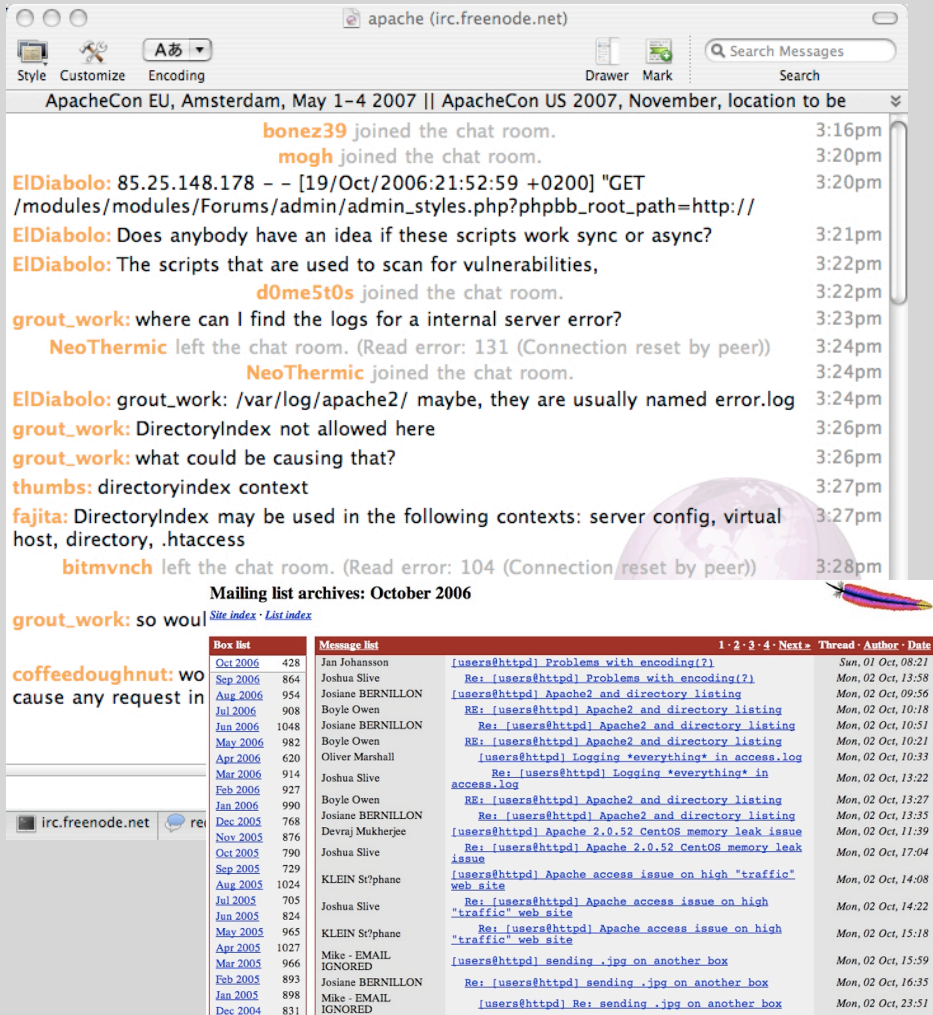


# Licenses

- Establish guidelines
- Acceptable licenses
- Process to approve new licenses



# Support: Trade Time for Money



apache (irc.freenode.net)

ApacheCon EU, Amsterdam, May 1-4 2007 || ApacheCon US 2007, November, location to be

bonez39 joined the chat room. 3:16pm  
mogh joined the chat room. 3:20pm  
EIDiablo: 85.25.148.178 - - [19/Oct/2006:21:52:59 +0200] "GET /modules/modules/Forums/admin/admin\_styles.php?phpbb\_root\_path=http:// 3:20pm  
EIDiablo: Does anybody have an idea if these scripts work sync or async? 3:21pm  
EIDiablo: The scripts that are used to scan for vulnerabilities, 3:22pm  
d0me5t0s joined the chat room. 3:22pm  
grout\_work: where can I find the logs for an internal server error? 3:23pm  
NeoThermic left the chat room. (Read error: 131 (Connection reset by peer)) 3:24pm  
NeoThermic joined the chat room. 3:24pm  
EIDiablo: grout\_work: /var/log/apache2/ maybe, they are usually named error.log 3:24pm  
grout\_work: DirectoryIndex not allowed here 3:26pm  
grout\_work: what could be causing that? 3:26pm  
thumbs: directoryindex context 3:27pm  
fajita: DirectoryIndex may be used in the following contexts: server config, virtual host, directory, .htaccess 3:27pm  
bitmvnch left the chat room. (Read error: 104 (Connection reset by peer)) 3:28pm

Mailing list archives: October 2006  
grout\_work: so would cause any request in

| Box list | Message list | 1-2-3-4-Next»        | Thread   | Author             | Date |
|----------|--------------|----------------------|--|--------------------|------|
| Oct 2006 | 428          | Jan Johansson        | [users@httpd] Problems with encoding(?)                          | Mon, 01 Oct, 08:21 |      |
| Sep 2006 | 864          | Joshua Slive         | Re: [users@httpd] Problems with encoding(?)                      | Mon, 02 Oct, 13:58 |      |
| Aug 2006 | 954          | Josiane BERNILLON    | [users@httpd] Apache2 and directory listing                      | Mon, 02 Oct, 09:56 |      |
| Jul 2006 | 908          | Boyle Owen           | Re: [users@httpd] Apache2 and directory listing                  | Mon, 02 Oct, 10:18 |      |
| Jun 2006 | 1048         | Josiane BERNILLON    | Re: [users@httpd] Apache2 and directory listing                  | Mon, 02 Oct, 10:51 |      |
| May 2006 | 982          | Boyle Owen           | Re: [users@httpd] Apache2 and directory listing                  | Mon, 02 Oct, 10:21 |      |
| Apr 2006 | 620          | Oliver Marshall      | [users@httpd] Logging *everything* in access.log                 | Mon, 02 Oct, 10:33 |      |
| Mar 2006 | 914          | Joshua Slive         | Re: [users@httpd] Logging *everything* in access.log             | Mon, 02 Oct, 13:22 |      |
| Feb 2006 | 927          | Boyle Owen           | Re: [users@httpd] Apache2 and directory listing                  | Mon, 02 Oct, 13:27 |      |
| Jan 2006 | 990          | Josiane BERNILLON    | Re: [users@httpd] Apache2 and directory listing                  | Mon, 02 Oct, 13:35 |      |
| Dec 2005 | 768          | Devraj Mukherjee     | [users@httpd] Apache 2.0.52 CentOS memory leak issue             | Mon, 02 Oct, 11:39 |      |
| Nov 2005 | 876          | Joshua Slive         | Re: [users@httpd] Apache 2.0.52 CentOS memory leak issue         | Mon, 02 Oct, 17:04 |      |
| Oct 2005 | 790          | KLEIN St@phane       | [users@httpd] Apache access issue on high "traffic" web site     | Mon, 02 Oct, 14:08 |      |
| Sep 2005 | 729          | Joshua Slive         | Re: [users@httpd] Apache access issue on high "traffic" web site | Mon, 02 Oct, 14:22 |      |
| Aug 2005 | 1024         | KLEIN St@phane       | Re: [users@httpd] Apache access issue on high "traffic" web site | Mon, 02 Oct, 15:18 |      |
| Jul 2005 | 705          | Mike - EMAIL IGNORED | [users@httpd] sending .jpg on another box                        | Mon, 02 Oct, 15:59 |      |
| Jun 2005 | 824          | Josiane BERNILLON    | Re: [users@httpd] sending .jpg on another box                    | Mon, 02 Oct, 16:35 |      |
| May 2005 | 965          | Mike - EMAIL IGNORED | [users@httpd] Re: sending .jpg on another box                    | Mon, 02 Oct, 23:51 |      |
| Apr 2005 | 1027         |                      |  |                    |      |
| Mar 2005 | 966          |                      |  |                    |      |
| Feb 2005 | 893          |                      |  |                    |      |
| Jan 2005 | 898          |                      |  |                    |      |
| Dec 2004 | 831          |                      |  |                    |      |

- OSS Communities
- Mailing Lists
- Bug Lists
- Forums
- IRC
- Google is your best friend

# Support: Trade Money for Time

- Certified Stacks
- Projects Offering Support
- Individuals





# Support and Patches: Bugs

- Fix bugs
- Contribute fixes
- Social capital to spend
- Keeps code alive and thriving





# Support and Patches: Forking



- Avoid forking at all costs!
- Slows applying (security) fixes
- ...if core (biz or tech) *might* be OK
- First try to merge into mainline



# Individual Level

- Employees involved
- Self-motivated and managed
- Establish policy
- Core vs. Context



- Exposure to new tech and people
- Resume
- More control over project
- Good will
- Fight employee boredom



# Company Level

- Open source non-core, platform code
- Spending time/money on project
- Collaborate cross-firewall
- Commodification
- Control





# Success with Open Source

Gift Shop

Benefits the  
Society

DONATIONS  
ACCEPTED!

PARTY-GO-ROUND  
DISCOUNT PARTY SUPPLIES - INVITATIONS

- PayPal & Pear SOAP
- Hosting had PHP v4.x
- Not good SOAP support
- “Countless 1,000’s of additional merchants” to reach broader audience



# Don't be a Pork Chop Head: Control Your Own Destiny



- Embrace the Heterogeneous World
- Participate and Contribute
- Be Involved and Directing



# Thank You

**License:**



<http://creativecommons.org/licenses/by-nc-sa/2.5/>

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512.663.7507



# Download and Use: Standards

- Standards for stability
- Constraints
- Architectural re-use
- The freedom to leave



# Citations, Links, and Resources

- Leafy path: <http://www.flickr.com/photos/sporkist/57896445/>
- Open Door: <http://www.flickr.com/photos/jadezz/100313191/>
- Team: <http://www.flickr.com/photos/jcorrius/231732915/>
- Data-center: <http://www.flickr.com/photos/fienna/262907118/>
- Rails: <http://www.flickr.com/photos/kyknoord/20448264/>
- Ant: <http://www.flickr.com/photos/jurvetson/20789073/>
- Fork: <http://www.flickr.com/photos/heyjoewhereyougoingwiththatguninyourhand/59197099/>
- Shoes: <http://www.flickr.com/photos/missreyes/113183077/>
- Typing: <http://www.flickr.com/photos/indi/132656527/>
- Skyscrapers: <http://www.flickr.com/photos/thespeedoflife/55059447/>
- Zend Conference Panel: <http://osc.gigavox.com/shows/detail1006.html>
- Pork chop head: <http://www.flickr.com/photos/cote/253580145/>