



A	evolution of, 38–39
Activity level assessment, 113	extended products, 35–36
Add-on products, 34	installation, technical support, and
Administrative ease and product maturity, 72	consulting, 31–32
Allison, Jeremy, 98	_
Amazon, 64–65	C
Analyst functionality matrix, 93	Candidate list, 96–97
Anonymity of community, 23	CD distributions of Linux, 30
Anonymous distribution, 26–27	Charles Schwab, 17, 64
Appliances, 36	Clarkson, Charles K., 134
Assessment:	Classroom training, 169–71
activity level assessment, 113	Code. See source code
community technical support, 137–41	Commercial distributions, 26
functionality. See functionality assessment	Commercial licenses, 8–9
of JBoss. See JBoss assessment	Commercially published documentation, 151–52
longevity. See longevity assessment	Commercially published tutorials, 168–69
mailing lists, 138–41	Commercial software:
maturity. See maturity assessment	licensing risk, 42
paid technical support, 141–42	processes for selecting, procuring, and
product maturity, 76–79, 90	implementing commercial software
product team. See product team assessment	differing from open source products, 56–57
quality. See quality assessment	quality assessment, 107
self-support, 142–43	versioning and, 103–4
Asymmetrical license risk, 47	Commercial training entities, 171–73
Attacks on security, 52	Commercial vendor and integration, 197–98
Attitude of user and technical support, 127	Community, 16. See also users
_	advantages, 22
В	anonymity of, 23
Barnes and Noble, 67	decentralization of, 23
Berkeley license, 45	disadvantages, 22
Binary form of open source, 6	Internet as example of informal community,
Boston Consulting Group (BCG), 12	23–24
Bugs, reviewing number of outstanding, 113	philosophy of, 21–23
Business models:	success and, 23–24
add-on products, 34	Community technical support:
appliances, 36	assessing, 137–41
CD distributions of Linux, 30	mailing lists, 129–34
competitive advantage, open source as, 32–34	maturity assessment of, 137–41
dual-license scheme, 36–38	overview, 129











Competitive advantage, open source as, 32-34 resources for, 148-52 Consulting, installation, and technical support, technical support, 127–28 31 - 32tutorial documentation, 153-54 Continuity of projects, 13 usage documentation, 154 Contracts, 142 user queries to community about, 155 Web postings, 150-51 Cost of paid technical support, 135–36 Crossing the Chasm (Moore), 61, 62 Dual-license scheme, 36–38 Decentralization of community, 23 Early adopters, 62-65, 68, 70, 164-66 Decentralized organizations, training, 163 Evolution of business models, 38–39 Deersoft, 40 Existing integrations, 196 Description of product, 100 Extended products, 35-36 Desk check, 81 Extensible Markup Language (XML), 190-91 Developer-created documentation, 148-50 Developer-created online tutorials, 166–67 Familiarity with product, 126 Developers: Feature creep, 21 continuity of projects and, 13 Feedback, 20-21 locating resources, 95 Free Software Foundation, 8 opinions on usage rights, 43 "Free speech, not free beer," 10 overview, 11-12 Freeware, 6-7 querying, 101 Full feature set, 71 reasons developers work on open source, 13 Functionality assessment: supporting themselves, methods of, 14-15 description of product, 100 survey on, 12-15 developers, querying, 101 traits of, 13-15 of JBoss, 120 Development practices, 19-21 organizational requirements, 92 Distribution: overview, 99-100 anonymous distribution, 26-27 product evaluation, 99-102 CD distributions of Linux, 30 commercial distributions, 26 users, querying, 101-2 Documentation: G commercially published documentation, GNU General Public License (GPL), 44 151 - 52GNU Lesser General Public License (LGPL), 45 developer-created documentation, 148-50 JBoss, assessing, 157-59 н JBoss OSMM, 225-26 Hackers, 13 mailing list queries about, 155 High quality and product maturity, 71 maturity, assessing, 152-55 Hughes, Craig, 40 maturity score, assigning, 155–57 Hypertext Transfer Protocol (HTTP), 191-92 organizational requirements, 93 OSMM model and, 156 overview, 147 IBM, 53-54 reference documentation, 153 Inability to obtain needed integration, 199–200 requirements for, 148 Informal Web-based training, 164–66













Installation:	longevity, 120
premature commitment risk and ease of,	Open Source Maturity Model (OSMM). See
54–55	JBoss OSMM
technical support, consulting and, 31-32	product maturity, 118–21
Integration:	product team, 121
building, 198–99	professional services, 218–20
challenges of, 186–87	quality, 120–21
challenges of open source integration, 187–89	technical support, 144–46
commercial vendor and, 197–98	training, 178–82
existing integrations, identifying, 196	JBoss OSMM:
Extensible Markup Language (XML) and,	comments on, 229
190–91	documentation, 225-26
Hypertext Transfer Protocol (HTTP) and,	integration, 227
191–92	overview, 221
identifying needed integrations, 194-95	product, 222–23
JBoss, assessing, 203–5	professional services, 227–28
JBoss OSMM, 227	review of, 222
Linux, 187	scoring, 228–29
maturity, assessing, 201-2	technical support, 224–25
maturity score, assigning, 202–3	timeframe for, 229
missing integration mechanisms, creating	training, 226–27
integration plan for, 196–99	Judgment calls and product evaluation, 117–1
needed integration, inability to obtain,	,
199–200	L
OpenLDAP, 188	Lawsuits, 53–54
Open Source Maturity Model (OSMM),	LGPL (GNU Lesser General Public License), 45
204–5	Licensing:
overview, 183–86	dual-license scheme, 36–38
pilot project and, 200–1	intellectual property and, 8
requirements, 194–95	open source license, 36–38
resources, 195–201	proprietary licenses, 36
software stack, 183–85	restrictions, 10–11
standards in, 189–93	Licensing risk:
Web services and, 191–93	addressing, 47–48
Intellectual property:	asymmetrical license risk, 47
infringement, risk of, 52–53	Berkeley license, 45
licensing and, 8	commercial software licenses, 42
SCO lawsuit and infringement of, 53–54	GNU General Public License (GPL), 44
Internet as example of informal community, 23–24	GNU Lesser General Public License (LGPL), 45
	open source licenses, 42–48
J	overview, 41
JBoss assessment:	redistributing product and, 48
documentation, 157–59	viral license, 44
functionality, 120	Linux:
integration, 203–5	CD distributions of, 30













Linux (cont.): training, 173-76 integration, 187 Maturity score: professional services, 209 documentation, 155-57 Liquidity event, 39-40 integration, 202-3 Open Source Maturity Model (OSMM), 79 Longevity assessment: of JBoss, 120 product evaluation, 116-18 overview, 103-6 professional services, 217-18 product comparison and, 106 technical support, 143-44 product evaluation, 103-6 training, 176-78 versioning and, 103-5 Merrill Lynch, 66-67, 192-93 Longevity in market and product maturity, 71 Microsoft, 73-74 MontaVista Software, 35-36 M Moore, Geoffrey, 61, 62 Mailing lists: advantages of, 130-31 Network Associates, 40 assessing, 138-41 best practices, exposure to, 131 O best use of, 130 Open Bar, 46 community technical support, 129-34 OpenBSD, 175-76 disadvantages of, 132 OpenLDAP, 188 documentation, 155 Open source: how to use, 132-33 availability of, 24-27 locating resources, 95-96 binary form of, 6 maturity assessment, 138-41 developers, 11-15 maturity level of, 141 how to use, 27 members, number of, 138 number of, 138 licensing. See licensing licensing risk. See licensing risk organizational efficiency and, 131 overview, 3-5 overview, 133-134 restrictions on, 6 posting protocol, 133 protocol, 129 source code. See source code quality of postings, 139-40 users. See users when to use, 27 rapid responses of, 131 as zero price software, 6-8 responsiveness of postings, 140 Open Source Initiative, 46 traffic on, 139 Open Source Maturity Model (OSMM): as training mechanism, 131 assess element maturity phase, 76-79 usage type support and, 130 assign weighting factors phase, 79-81 Malicious code insertion, 52 calculate product's overall maturity score Maturity assessment: phase, 81 community technical support, 137–41 documentation, 156 documentation, 152-55 example, 83-84 integration, 201-2 experimentation, 86 mailing lists, 138–41 how to use, 84-85 Open Source Maturity Model (OSMM), 78 integration, 204-5 paid technical support, 141-42

JBoss assessment, 83-84, 118-21

238

professional services, 214-17











maturity, assessing, 78	integration, 200–201
maturity score, assigning, 79	Open Source Maturity Model (OSMM), 86
organizational requirements, defining, 78	reference documentation, 153
overview, 61–62, 75–76	Polling user community, 93
pilot projects, 86	Portals, 25, 94
production, 87	Posting protocol for mailing lists, 133
professional services, 220	Pragmatists, 62–63, 65–70
purpose of, 81–82	Premature commitment risk:
recommended scores, 85–87	installation and, ease of, 54-55
resources, locating, 78	overview, 54–56
scoring, 85–87	product proliferation and, 55–56
template, 82–83	Product comparison and longevity of product
training, 180–82	assessment, 106
Organizational efficiency and mailing lists, 131	Product evaluation:
Organizational requirements:	assessing product maturity, process of, 90
analyst functionality matrix, 93	functionality assessment, 99–102
applicable standards, reviewing, 92	JBoss OSMM, 222–23
documenting functional requirements, 93	judgment calls, 117–18
functionality commercial vendors implement,	locating resources, 94–98
reviewing, 92	longevity of product assessment, 103–6
functional requirements for product,	maturity score, 116–18
identifying, 92	organizational requirements, 90–93
Open Source Maturity Model (OSMM), 78	overview, 89–90
overview, 90–91	product team assessment, 114–16
polling user community, 93	
	quality assessment, 106–14
product evaluation, 90–93	Product failure support, 124
requirements task force, creating, 91 OSMM. <i>See</i> Open Source Maturity Model	Product maturity: administrative ease and, 72
(OSMM)	
(OSMINI)	assessment of. See maturity assessment
P	characteristics of, 71–72
	full feature set and, 71
Paid technical support: assessing, 141–42	high quality and, 71
contracts, 142	impact on open source, 73–75
cost of, 135–36	importance of, 73
	JBoss assessment, 118–21
maturity assessment, 141–42	longevity in market and, 71
overview, 135	overview, 70–72
pilot implementation, assess paid support	robust behavior in error situations and, 72
during, 141–42	scoring. See maturity score
providers of, 135	support options and, 72
references, checking, 142	Product proliferation, 55–56
users, 136–37	Product team assessment:
Perl Beginners Mailing List (PBML), 134	importance of, 115–16
Pilot project:	of JBoss, 121
implementation, assess paid support during,	overview, 114
141–42	product evaluation, 114–16















Product team assessment (cont.): professional services, 216 size of project team, 114–15 "Release early and often," 19–20 skills and experience of project team Requirements: members, 115 documentation, 148 Product usage support, 124 integration, 194-95 Professional services: professional services, 210-11 JBoss, assessing, 218–20 task force, creating, 91 JBoss OSMM, 227-28 technical support, 126–28 Linux and, 209 training, 162-63 maturity, assessing, 214-17 Resources: candidate list, 96-97 maturity score, assigning, 217–18 Open Source Maturity Model (OSMM), 220 developers, 95 overview, 207-10 documentation, 148-52 references, 216 integration, 195-201 requirements for, 210-11 mailing lists, 95-96 resources, 211-14 Open Source Maturity Model (OSMM), 78 Web search for, 211-12 overview, 94 Proprietary licenses, 36 portals, 94 Protocol for mailing lists, 129 product evaluation, 94-98 professional services, 211–14 rank-ordered short list, 97 QA evaluation, 109-11 SourceForge, 94 Quality and product maturity, 71 technical support, 128 Quality assessment: training, 163-73 activity level assessment, 113 vendors, 96 bugs, reviewing number of outstanding, 113 Web searches, 94-95 code check-ins, reviewing number of Restrictions, 6 outstanding, 113–14 Risks: commercial software, 107 licensing risk, 41–48 of JBoss, 120-21 overview, 41 overview, 106-7 premature commitment risk, 54-56 product evaluation, 106-14 security and quality risk, 49-54 QA evaluation, 109-11 unchanging process risk, 56–57 source code, examining, 108–9 Robust behavior in error situations and product test coverage assessment, 112 maturity, 72 tests, assessing, 111-12 Rosen, Lawrence, 46, 234 tests, number of, 111 S Quality of postings to mailing lists, 139-40 Sabre, 17 Quality risk. See security and quality risk Samba, 97-98 R SCO, 53-54 Rank-ordered short list, 97 Security and quality risk: Redistributing product, 48 attacks on security, risk of, 52 Reference documentation, 153 intellectual property infringement, risk of, References: paid technical support, 142 malicious code insertion, risk of, 52













overview, 49-50 probability of, 51–53 problems resulting from, 50-51 Trojan horse, 49-50 Self-support: assessing, 142-43 overview, 137 Size of project team, 114–15 Skill level of user and technical support, 127 Skills and experience of project team members, 115 Sleepycat Software, 37-38 Software stack, 183-85 Source code, 5-6, 20, 89 quality assessment, 108-9 technical support, 125–26 SourceForge, 12, 14, 25-26, 75, 94, 113 SpamAssassin, 40 Standards, reviewing, 92 Startups, 33-34 Support. See technical support Sutton, Willie, 68

Target, 66 Technical support: attitude of user and, 127 community support, 129-34, 137-41 consulting, installation, and, 31–32 documentation of requirements for, 127-28 familiarity with product, 126 JBoss assessment, 144-46 JBoss OSMM, 224-25 locating resources, 128 maturity score, 143-44 overview, 123 paid support, 135-37, 141-42 product failure support, 124 product maturity and support options, 72 product usage support, 124 requirements for, 126-28 self-support, 137, 142-43 skill level of user and, 127 source availability and, 125-26 type of use and, 127 types of, 124-25

Tests, 111-12 Traffic on mailing lists, 139 Training: classroom training, 169-71 commercially published tutorials, 168-69 commercial training entities, 171–73 for decentralized organizations, 163 developer-created online tutorials, 166–67 early users, postings by, 164-66 informal Web-based training, 164–66 JBoss, assessing, 178–82 JBoss OSMM, 226-27 mailing lists as mechanism for, 131 maturity, assessing, 173-76 maturity score, assigning, 176-78 open source maturity model (OSMM), 180 - 82overview, 161-62 requirements for, 162-63 resources, 163-73 types of, 173 Tridgell, Andrew, 98 Trojan horse, 49-50 Tutorial documentation, 153-54

Template for OSMM, 82-83

Unchanging process risk, 56-57 Usage documentation, 154 Usage type support and mailing lists, 130 Users. See also community: attitude of user and technical support, 127 early adopters, 62-65, 68, 70 functionality assessment, 101–2 open source, 15-24 paid technical support, 136–37 pragmatists, 62-63, 65-68, 69-70 queries to community about documentation, vendors, what technology users want from, 68 - 69

Value-added resellers (VARs), 73-74 commercial vendor and integration, 197-98





















Vendors (cont.):
locating resources, 96
users and, 68–69
Versioning:
commercial software, 103–4
longevity of product assessment, 103–5
Viral license, 44
Virtual private network (VPN), 175–76
Volunteers, 18–19

W

Wal-Mart, 63–64 Web postings, 150–51 Web searches: locating resources, 94–95 professional services, 211–12 Web services, 191–93 Web sites, 25

X

XML (Extensible Markup Language), 190–91

Z

Zero price software, 6–8













