

# Long Term Support Program

Eclipse Foundation

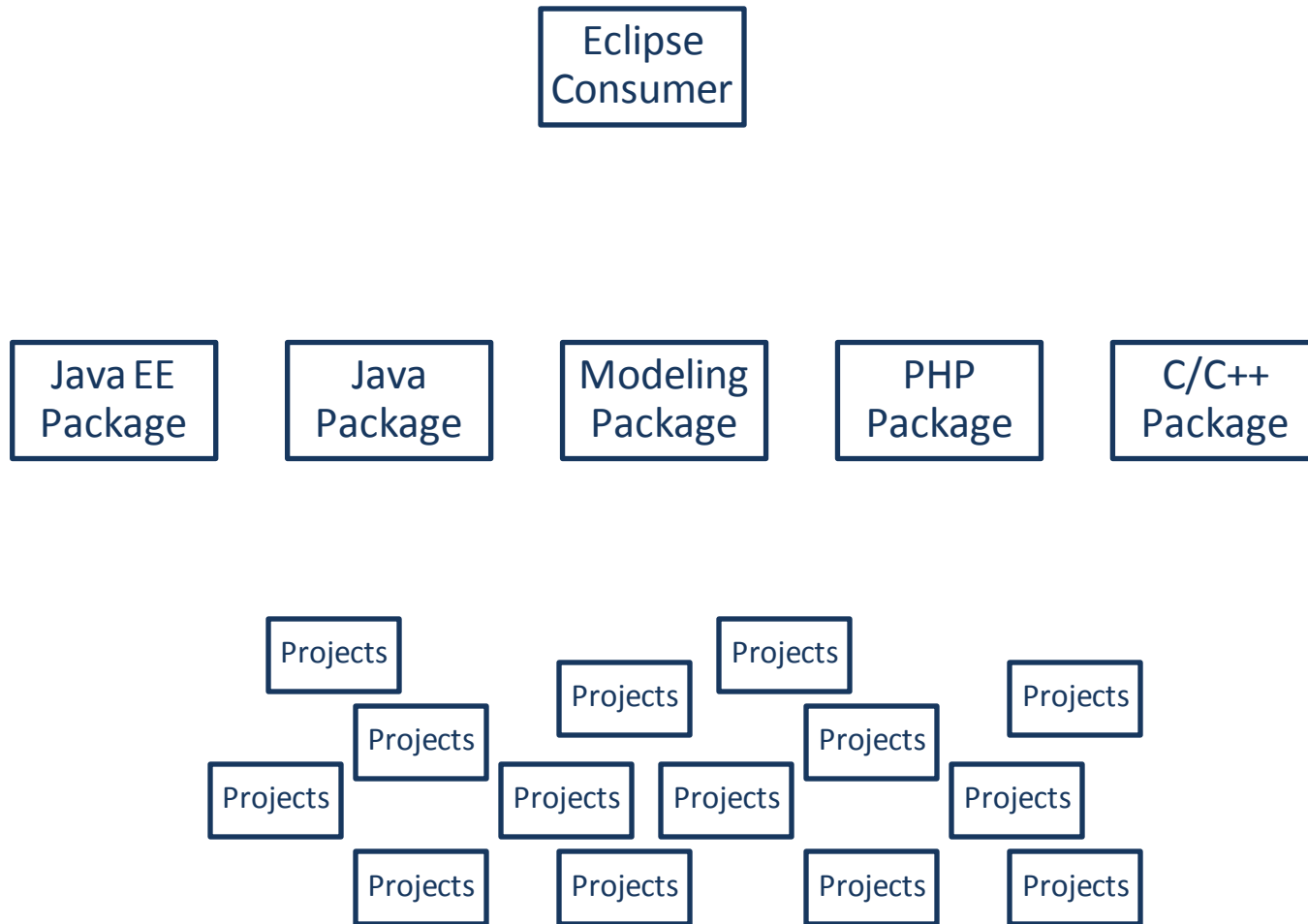
Version 0.99

11-July-2011

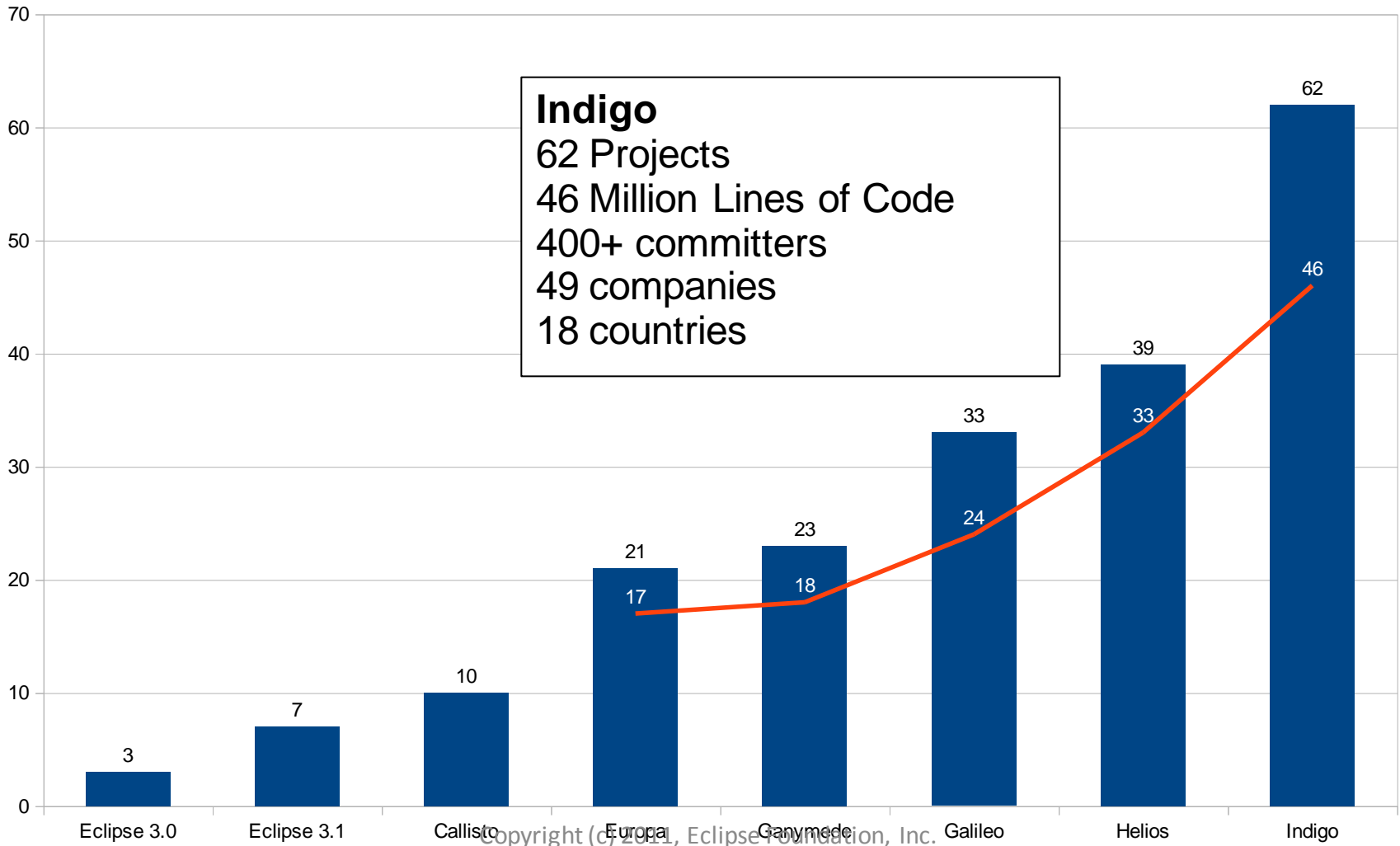
# Problem Statement

- As Eclipse is entering the mainstream, long-term support and maintenance is becoming increasingly important to both consumers and adopters.
- No one company can offer support and maintenance for *all* of the projects in the release train.
- It is prohibitively expensive for every major consumer of Eclipse technologies to build their own support infrastructure

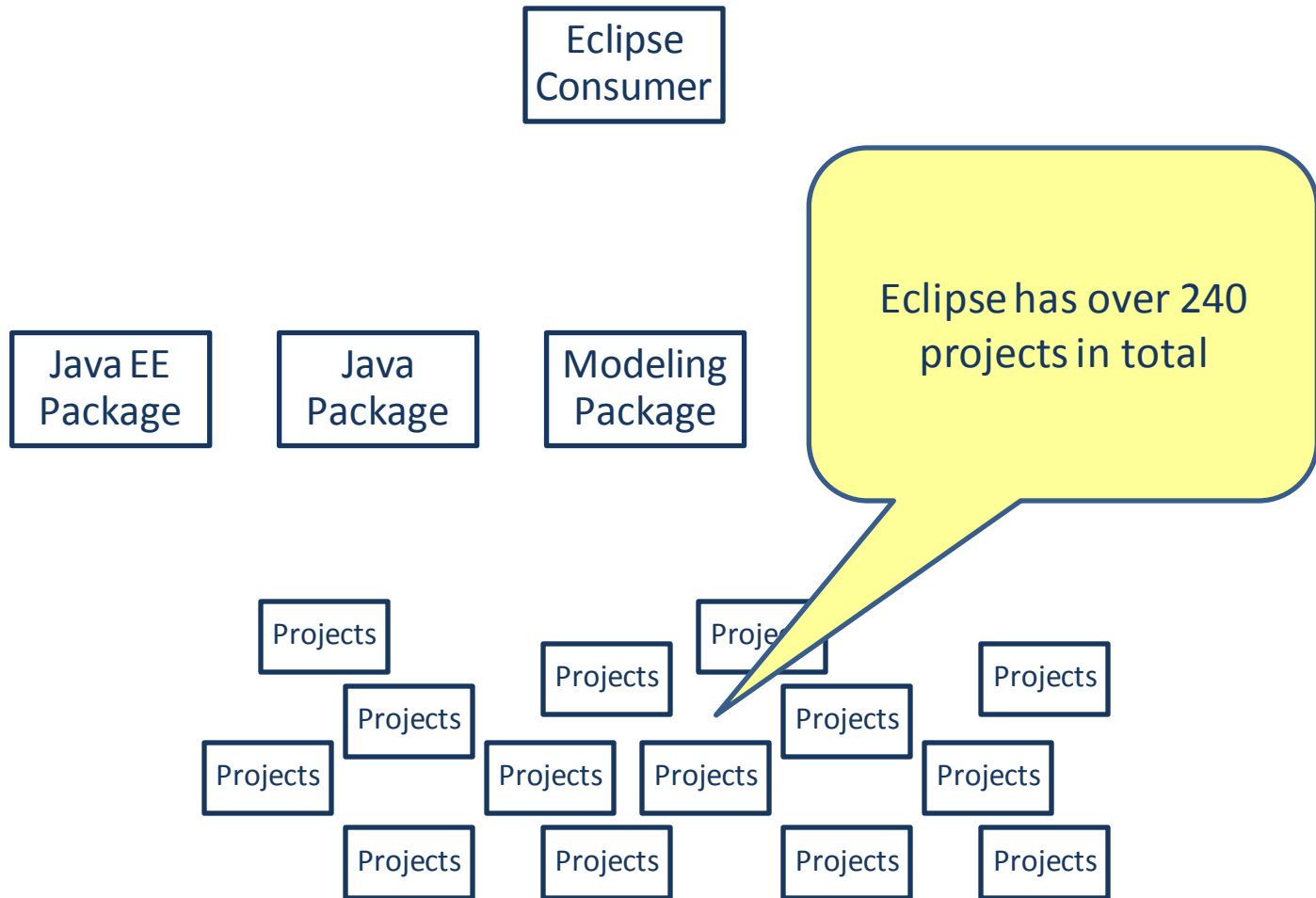
# Existing Situation – Annual Release Train



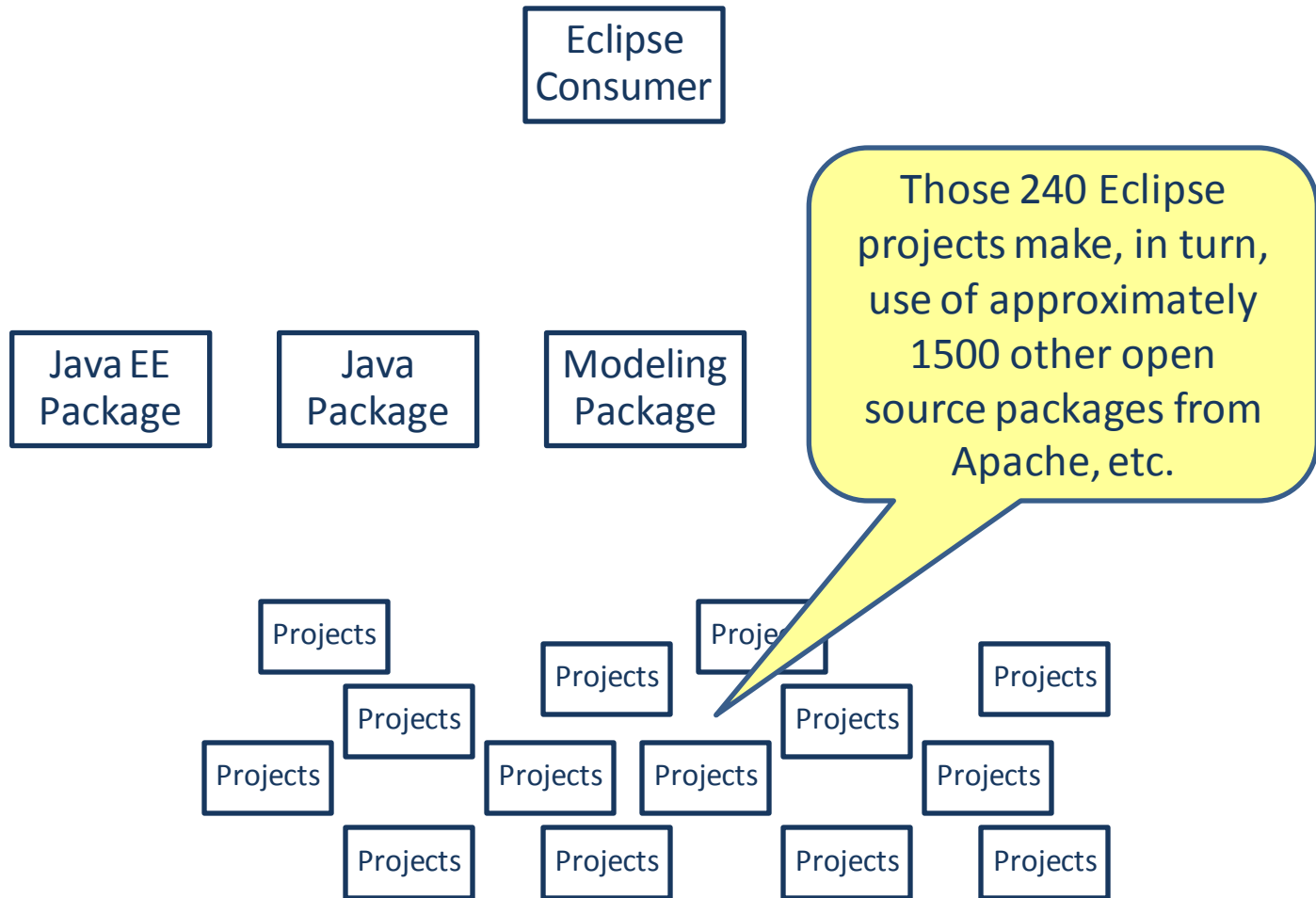
# 8 Years in a Row



# Existing Situation – Annual Release Train



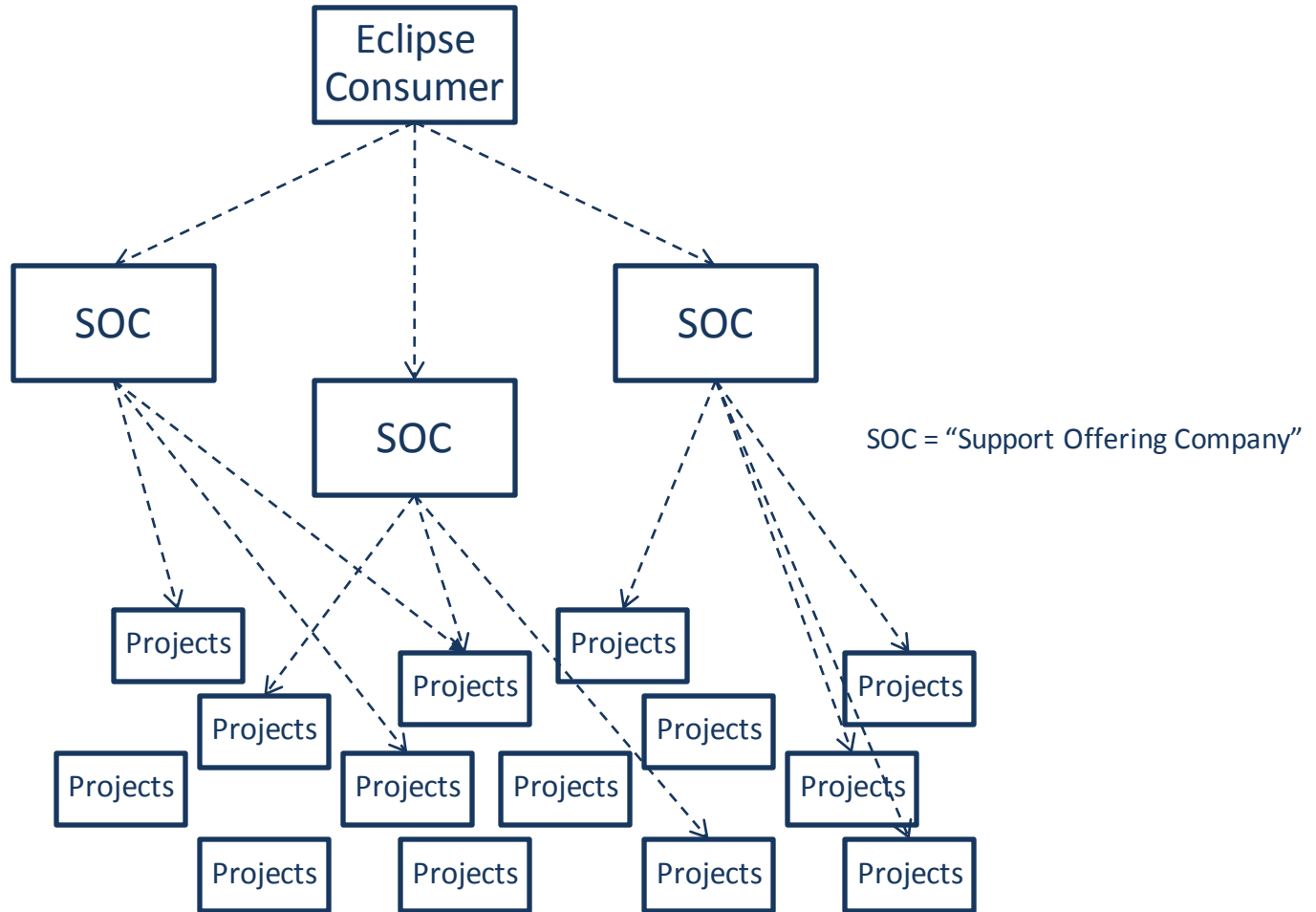
# Existing Situation – Annual Release Train



# Existing Support and Maintenance Provided by the Eclipse Community

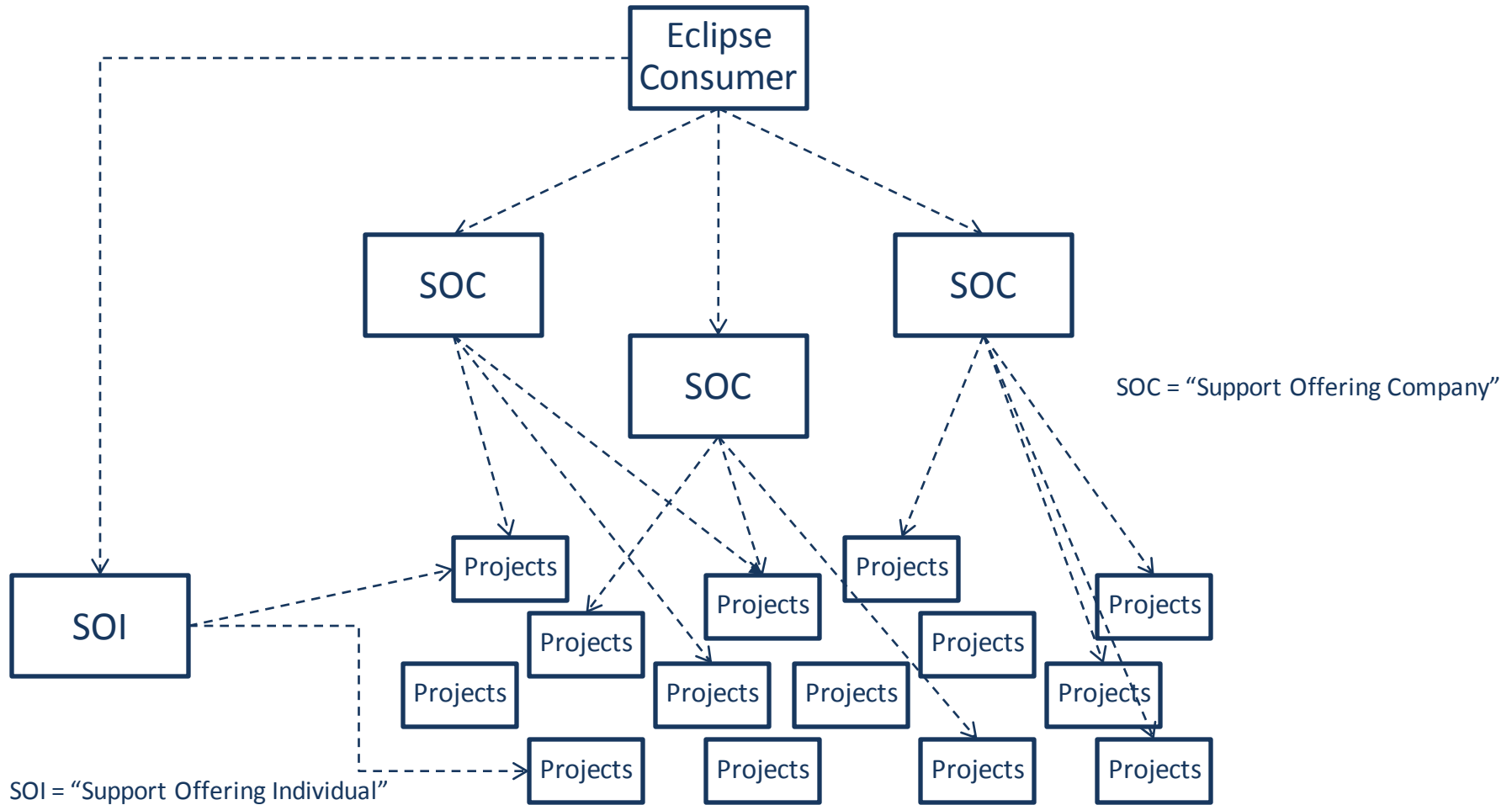
- Each project in the release train is committed to shipping three times per year.
  - June release train 3.7.0 (SR0)
  - September 3.7.1 (SR1)
  - February 3.7.2 (SR2)
- So after approximately 9 months, no further maintenance is provided
- Any additional patches only happen if you can persuade the project to do so – no obligation, no commitment

# Existing Support

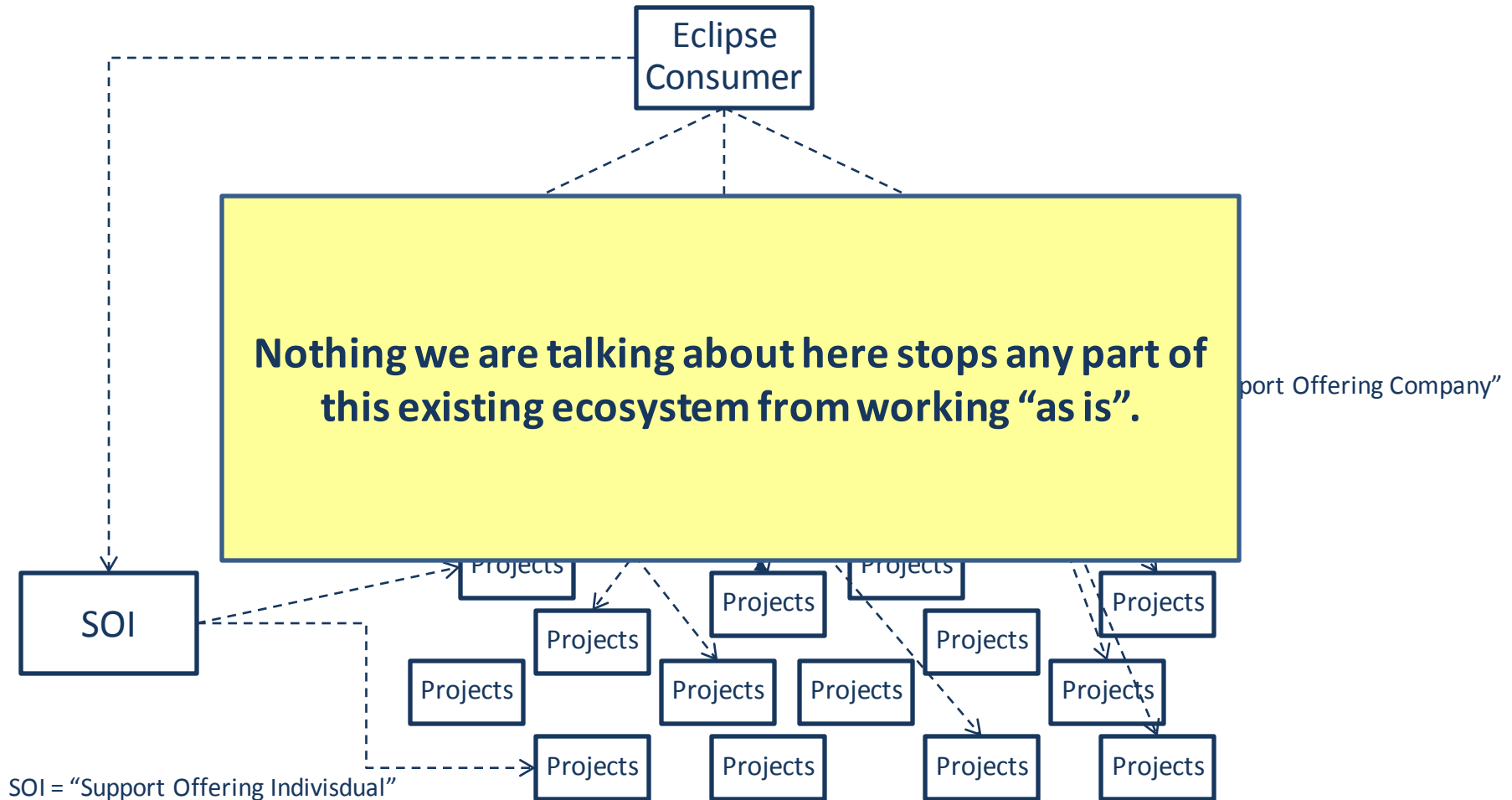




# Existing Support



# Existing Support



# Goals

- To provide the Eclipse ecosystem a sustainable model for long term support and maintenance of Eclipse projects.
- For consumers:
  - a) the ability to acquire support and maintenance contracts for Eclipse open source projects at reasonable cost. It is expected that this will lower barriers to adoption of Eclipse open source by enterprises and other consumers with mission-critical, long-term support and maintenance requirements, **OR**
  - b) the ability to staff, create and maintain their own maintenance streams, including the ability to build and distribute emergency releases with fixes critical to either their or their customers business.
- For producers: acquire the incremental revenue streams necessary to properly resource long term support and maintenance obligations.
- For the Eclipse Foundation: foster a sustainable ecosystem model, and to create incentives for membership in the Eclipse Foundation.

# Key Values

- An ecosystem-driven solution
- No vendor lock-in for consumers
- Open source – source code is available under the EPL
- Sharing of fixes for increased efficiency
- Sharing of infrastructure for increased efficiency

*“Efficiency” = reducing costs, saving time and avoiding duplication of effort*

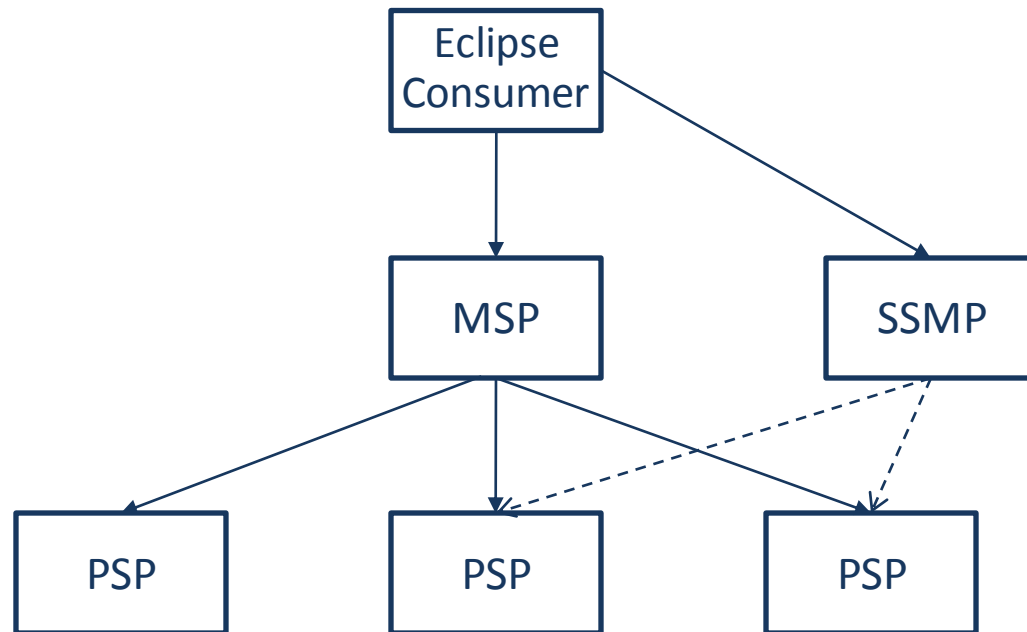
# Governance

- The Long Term Support initiative will be governed as an industry working group with a Steering Committee
  - Every company participating in this program will have to be at least a Solutions Member of the Eclipse Foundation
- The Steering Committee will establish a dues structure for participating member companies. These dues will be sufficient to cover the operating costs of the centralized support infrastructure
  - There will be a recognition of the “founding” companies who support the initial investment required to get this program up and running.

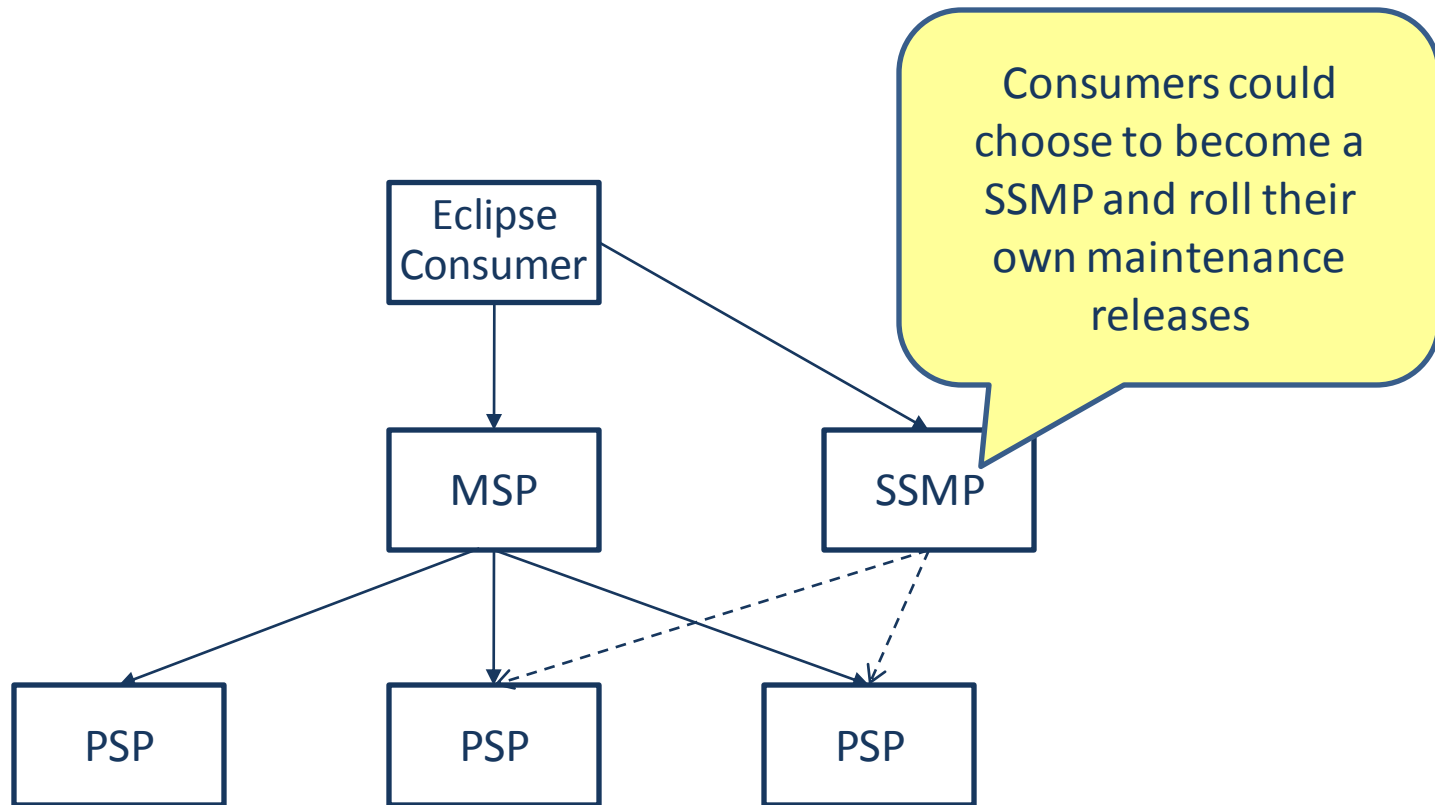
# Definitions

- **“Maintenance Service Provider” (MSP):** A company providing support services under this program. The general concept is that MSPs will offer support and maintenance services for a significant subset of Eclipse projects and will aggregate the services of PSPs. It is expected that several MSPs will be in place and will compete in terms of coverage, cost and terms and conditions.
- **“Self-Service Maintenance Provider” (SSMP):** A company which leverages this program to create and manage their own maintenance releases.
- **“Project Service Provider” (PSP):** A company providing support services on one or more projects under this program. *To be able to offer support for a project, each PSP must have at least one committer on the project.* They will also be required to have staff with commit access to the Maintenance Repositories (defined below).
  - **Individuals** who are Committer Members with an Individual Committer Agreement in place may offer services as a PSP if they join as a Solutions Member (\$1,500 per year) or if they are appointed by an MSP.

# Value Chain & Choices



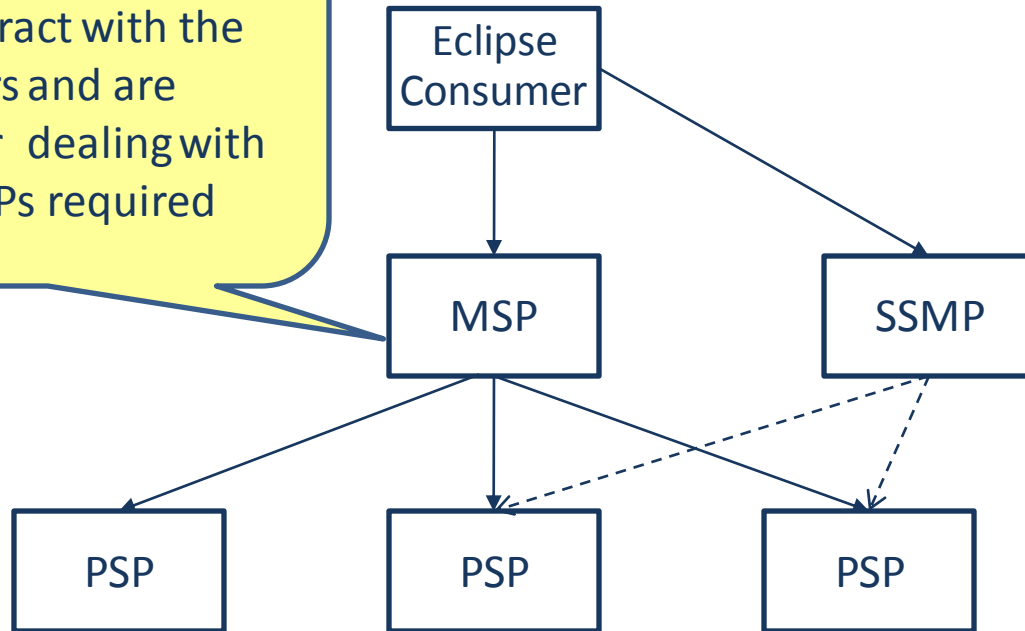
# Value Chain & Choices





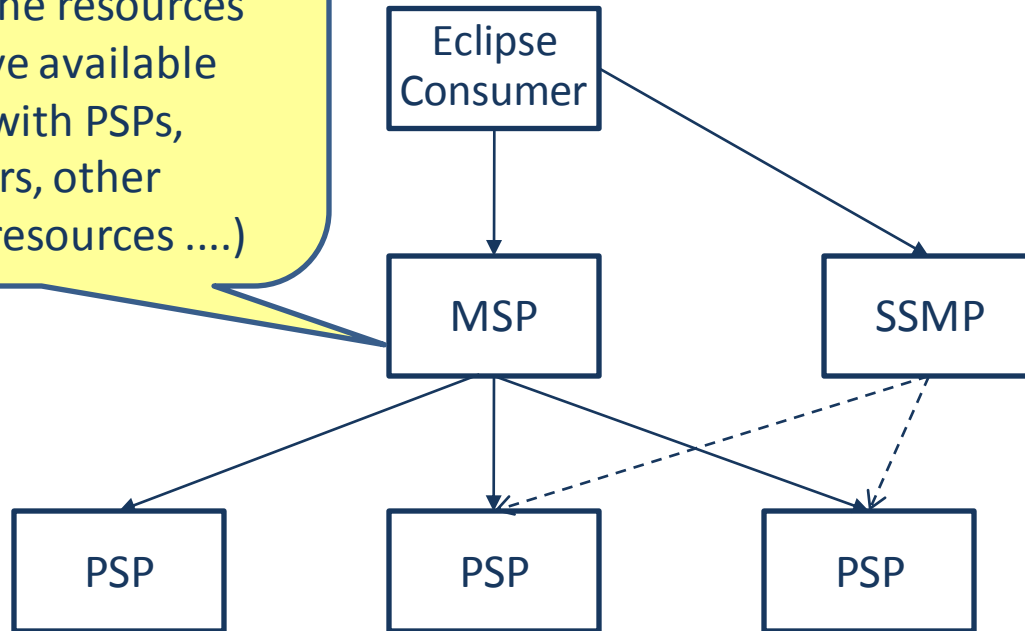
# Value Chain & Choices

MSPs are aggregators. They hold the contract with the consumers and are responsible for dealing with all of the PSPs required



# Value Chain & Choices

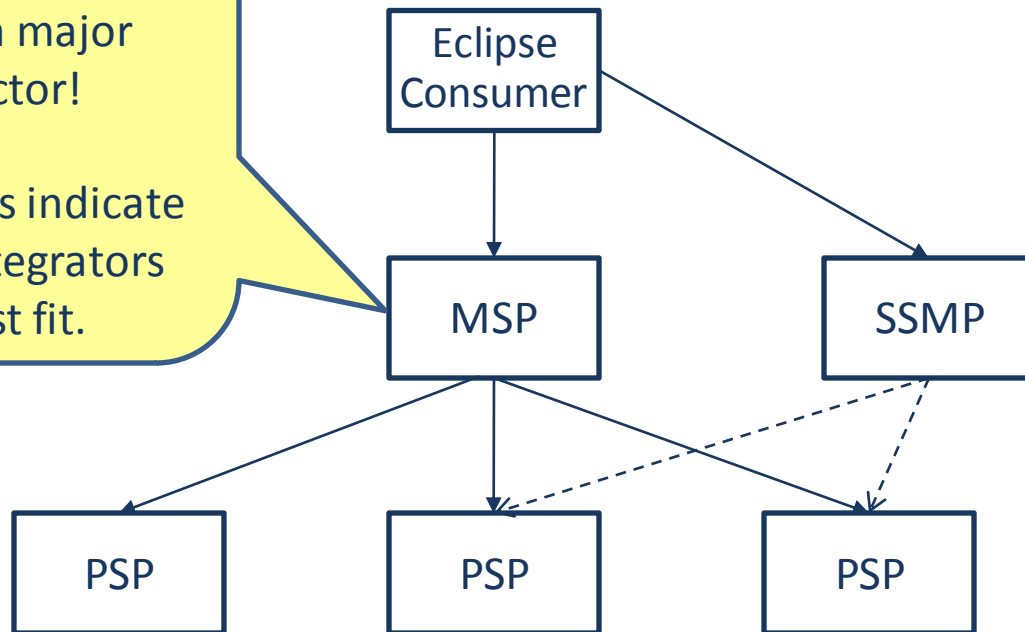
MSPs can offer support for all projects they choose to. They self-describe the resources that they have available (contracts with PSPs, committers, other maintenance resources ....)



# Value Chain & Choices

Recruiting companies willing to fill the role of MSP will be a major success factor!

Early discussions indicate that system integrators are the best fit.

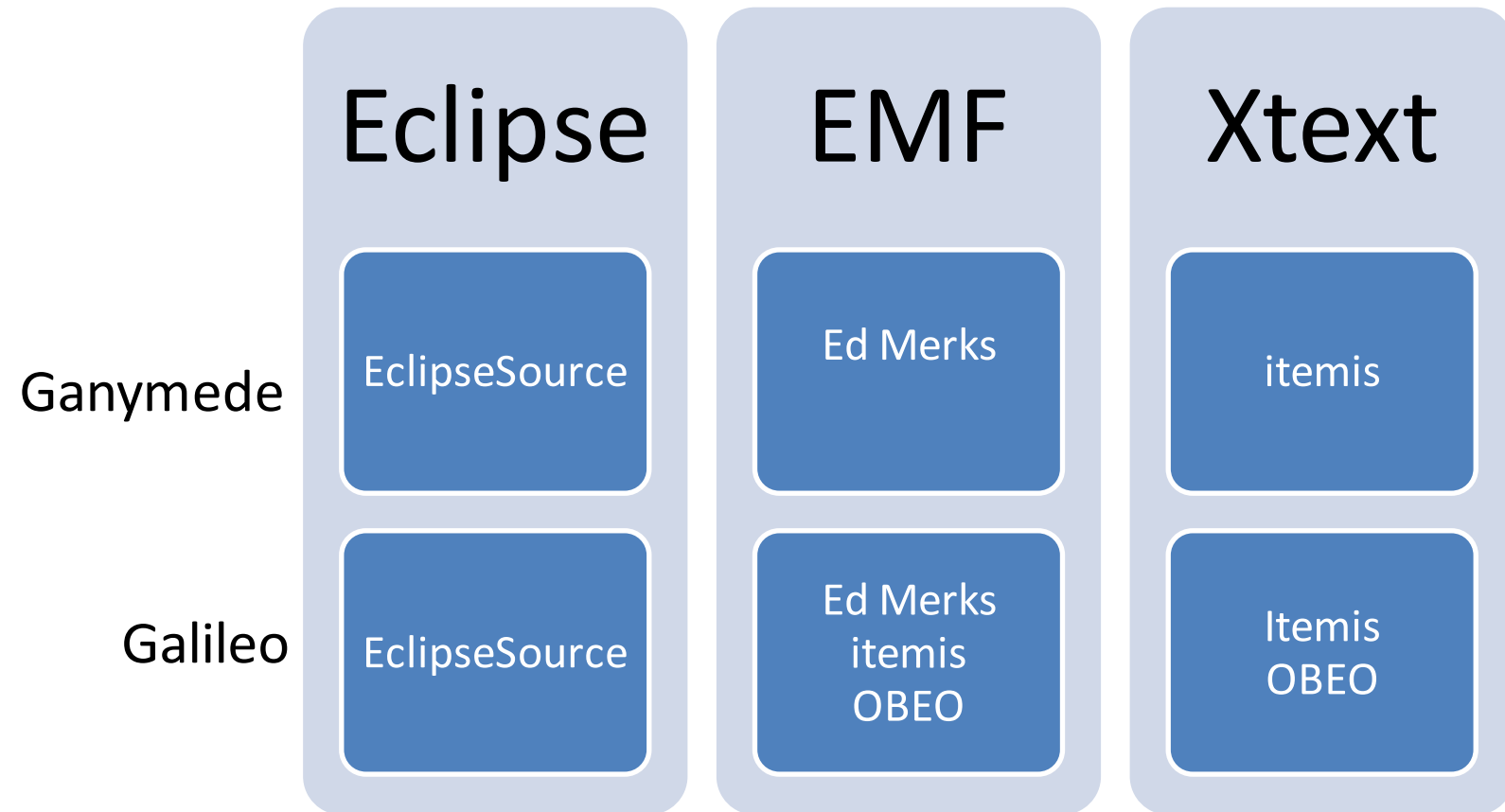


# Maintenance Releases

- Ideally, one or more MSPs and/or SSMPs would be incented to create full maintenance stream releases
  - E.g. 3.5.6, 3.5.7, ...
- There is nothing in this proposal that can force that to happen. Neither is there anything to prevent it.
  - This will most likely be addressed by the governing Steering Committee

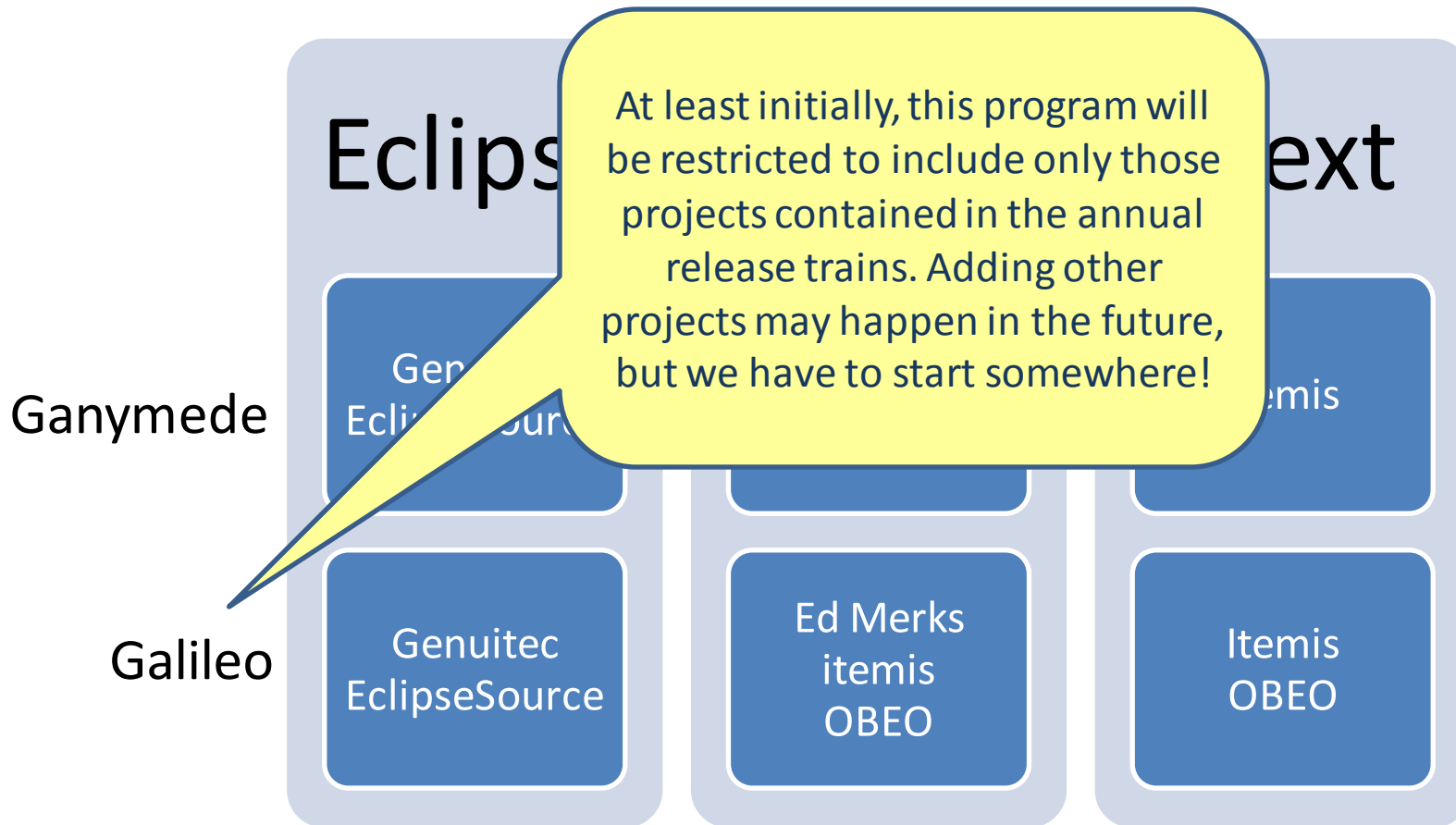
# Finding PSPs

The Eclipse Foundation will maintain a matrix of projects x releases, where the cells record who can and will offer maintenance services



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The Eclipse Foundation will maintain a matrix of projects x releases, where the cells record who can and will offer maintenance services



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Bugzilla

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SCM

Builds

Signing

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Git clone of  
main SCM repos

SCM

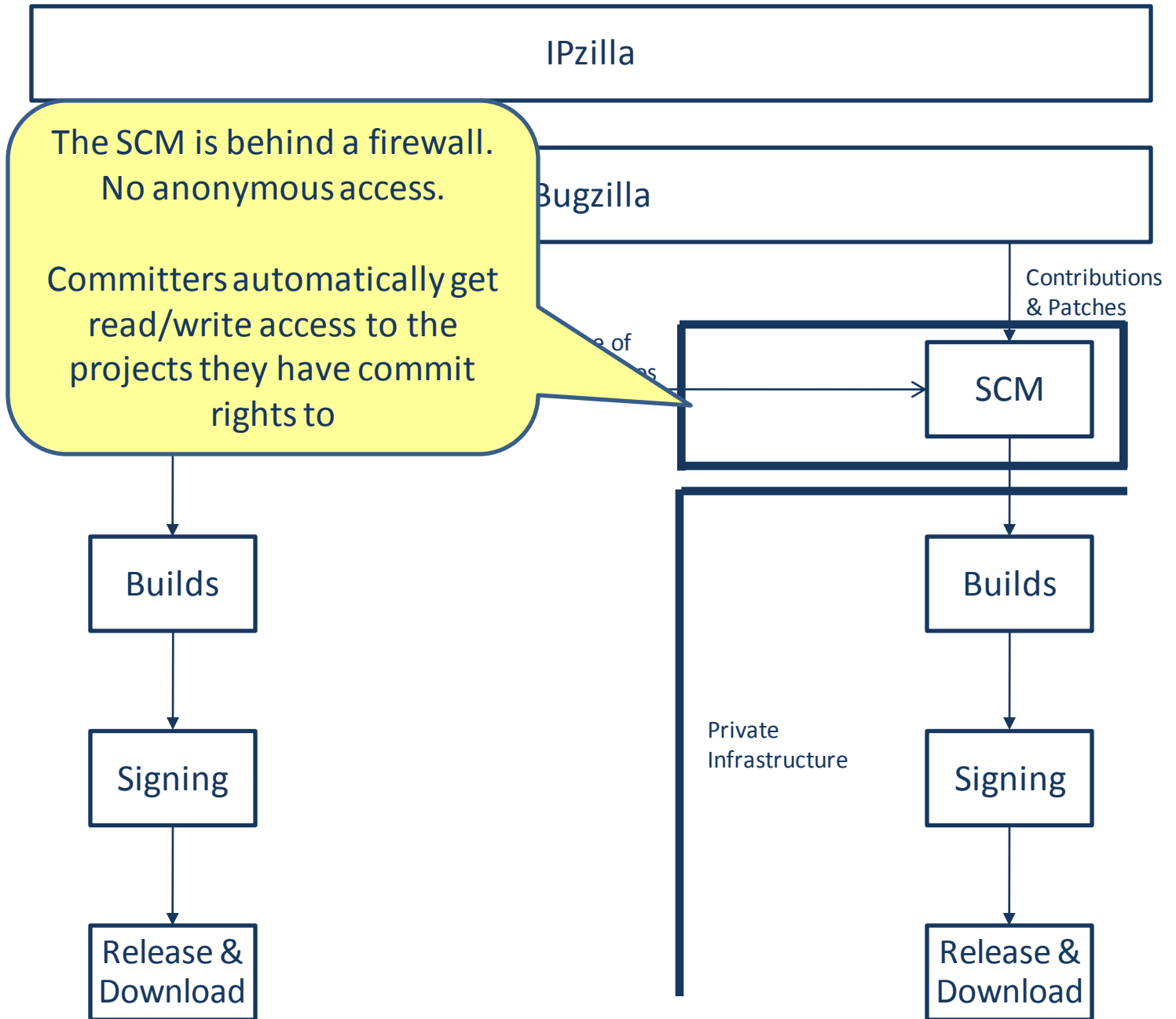
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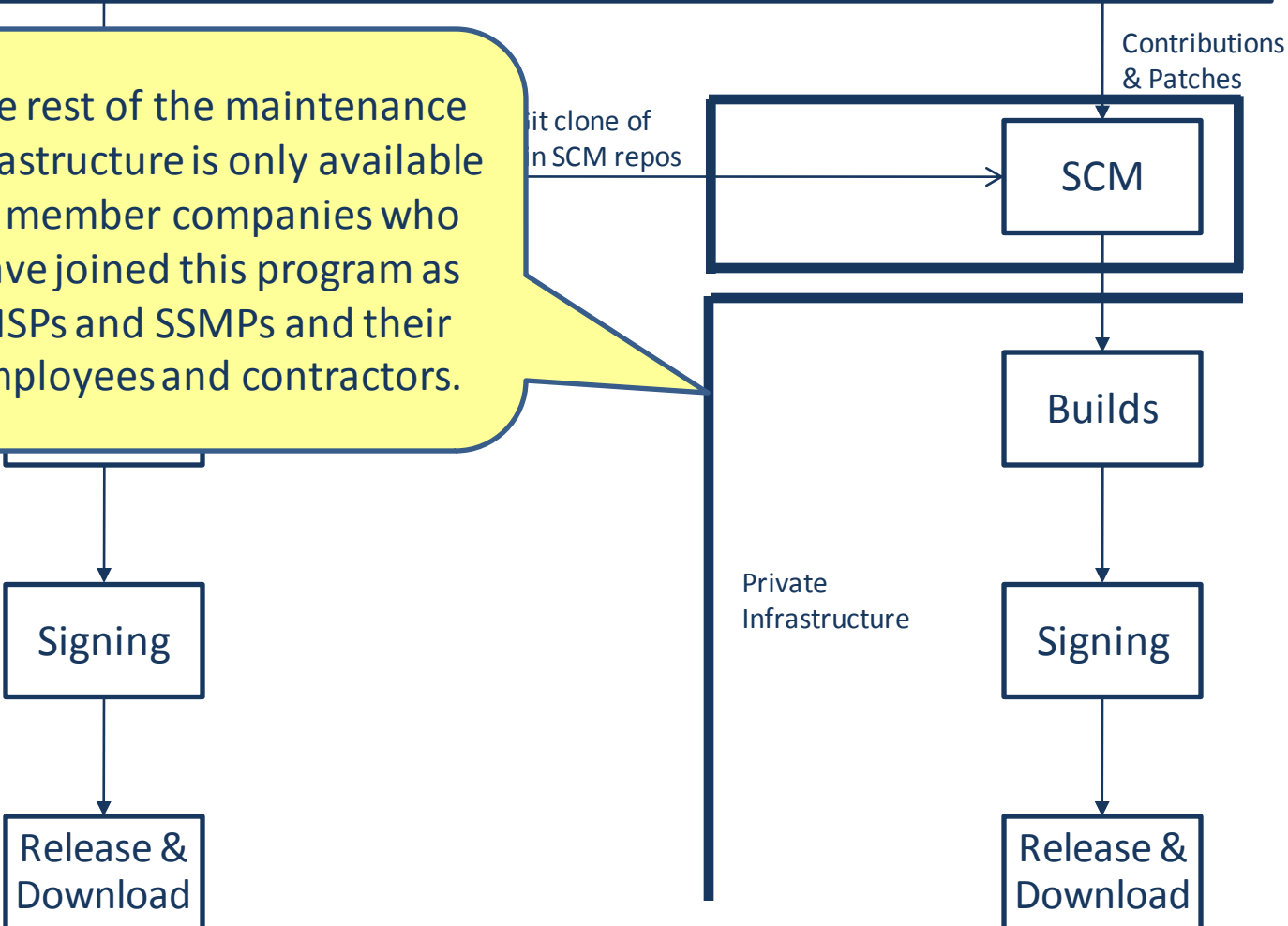




IPzilla

Bugzilla

The rest of the maintenance infrastructure is only available to member companies who have joined this program as MSPs and SSMPs and their employees and contractors.

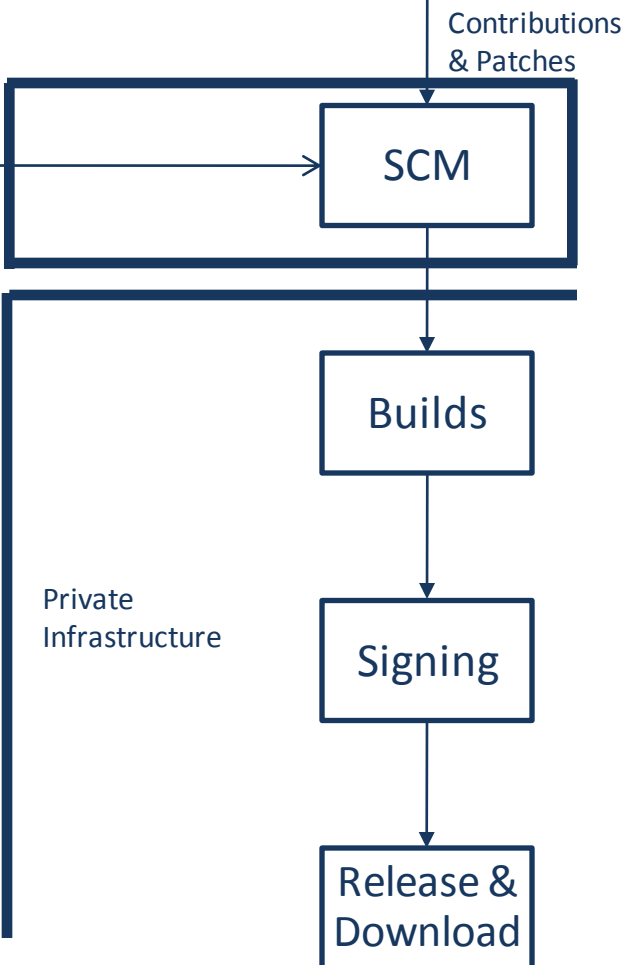


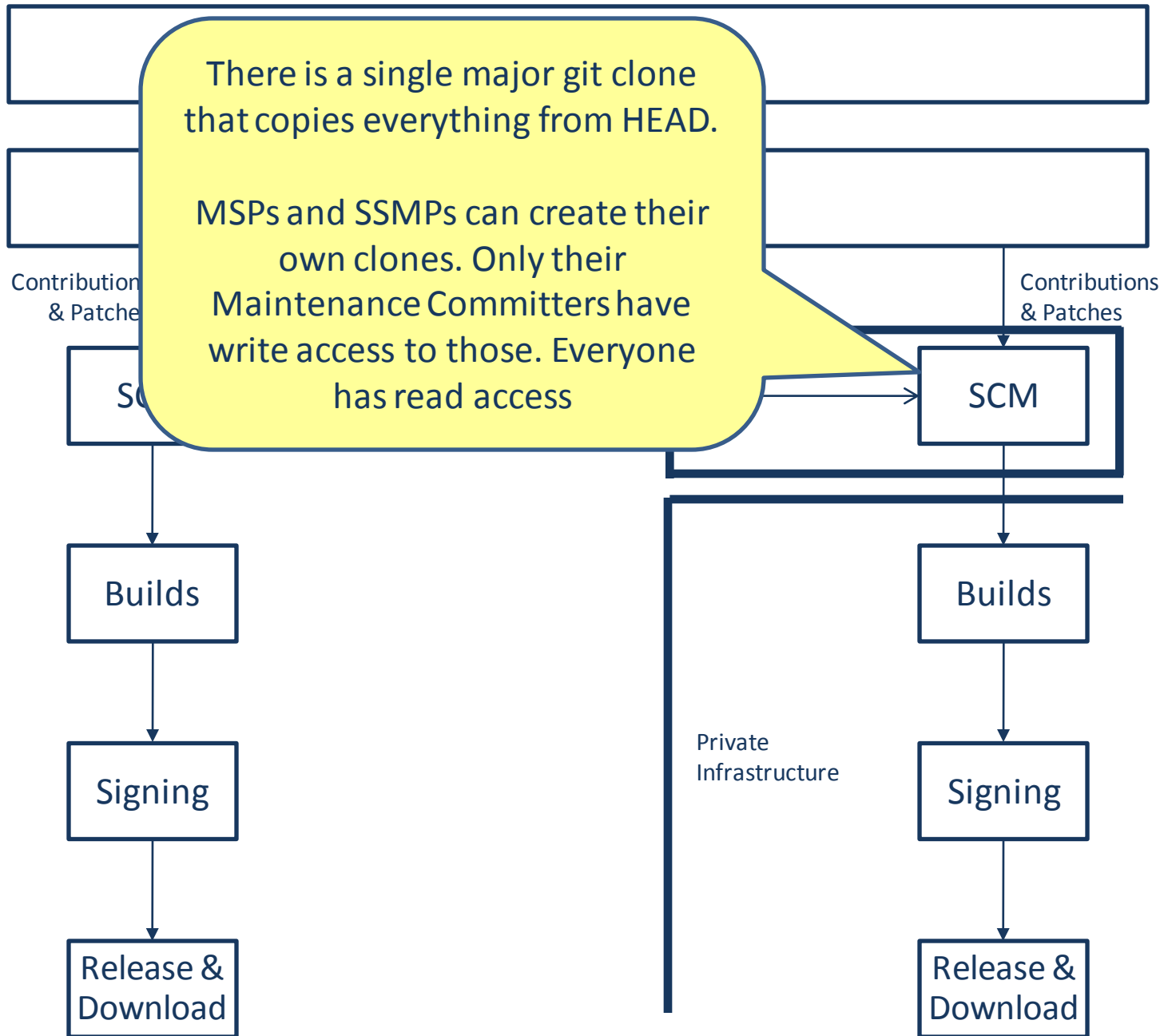
IPzilla

Bugzilla

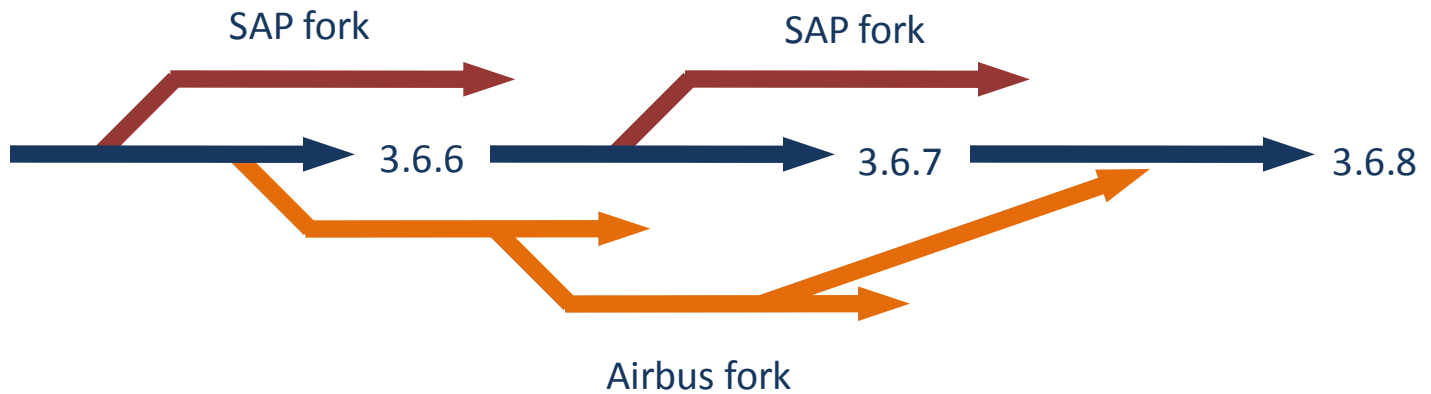
All participants can access SCM and builds

Only MSPs and SSMPs can access this infrastructure.





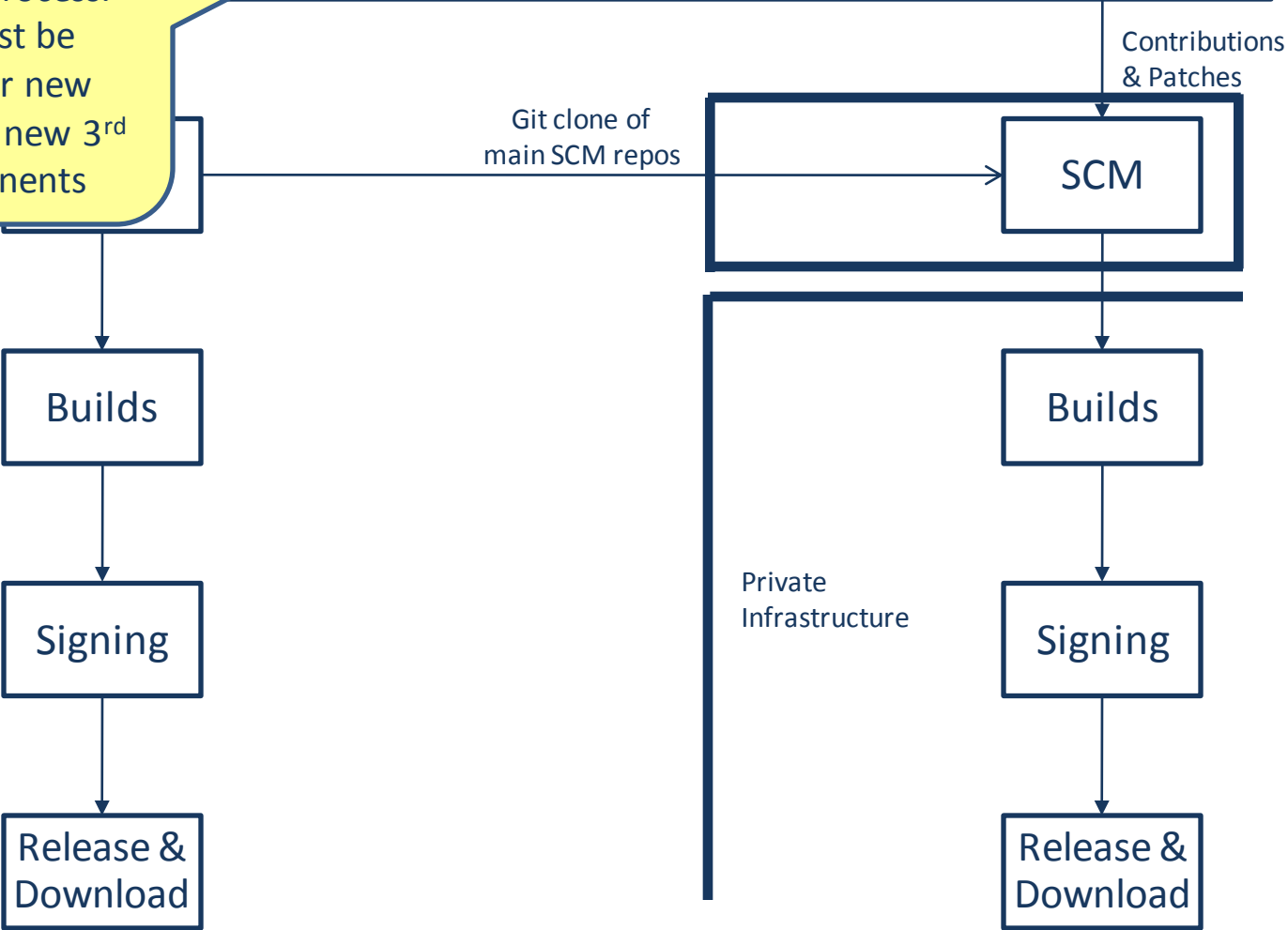
# Private Forks



IPzilla

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All contributions must follow the IP Process.  
E.g. CQs must be completed for new versions of any new 3<sup>rd</sup> party components



# IPzilla

## Builds

In exceptional circumstances, MSPs and SSMPs will be able to create unsigned builds without IPzilla CQ completion.

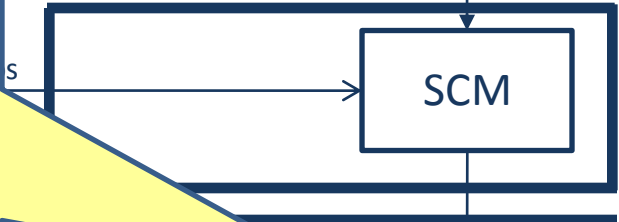
E.g. If there is a critical bug in a 3<sup>rd</sup> party component that must be fixed ASAP for a customer.

Builds

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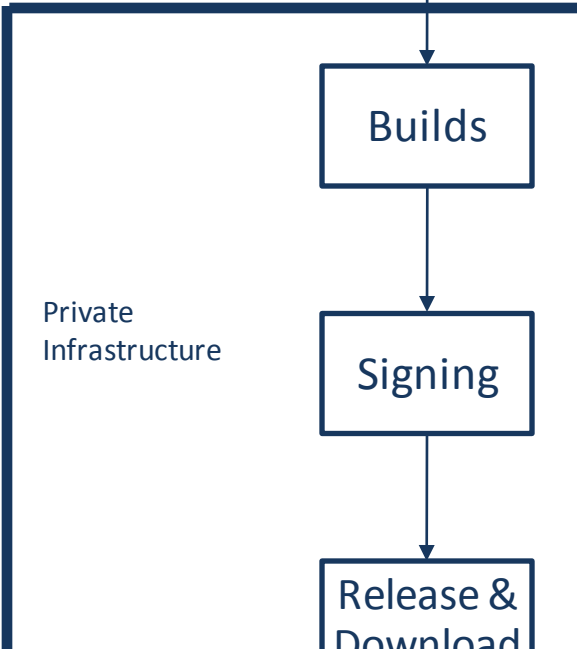
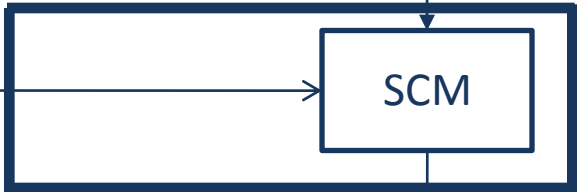
Private Infrastructure



Contributions & Patches

Contributions & Patches

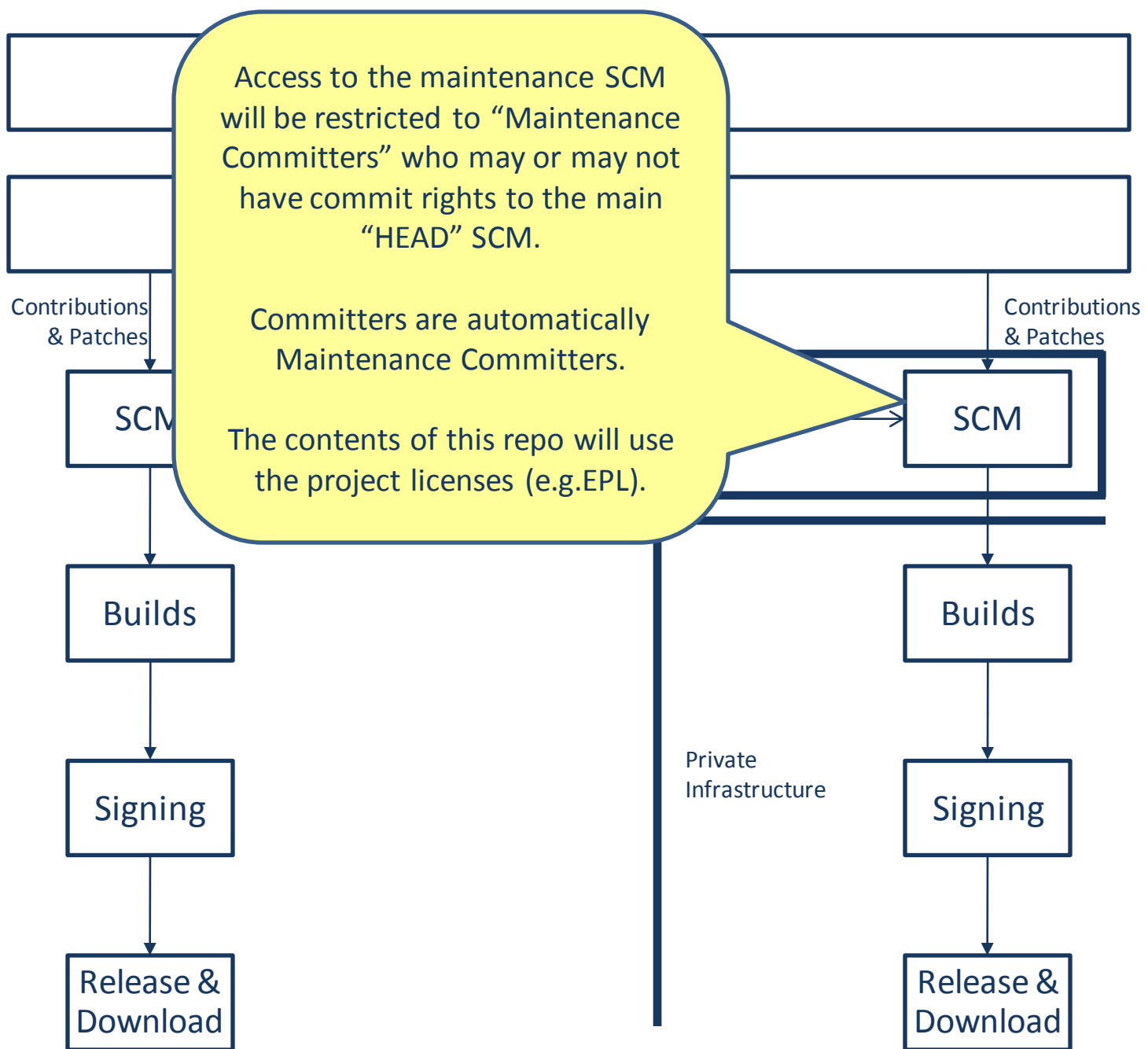
Git repo of main CM repos



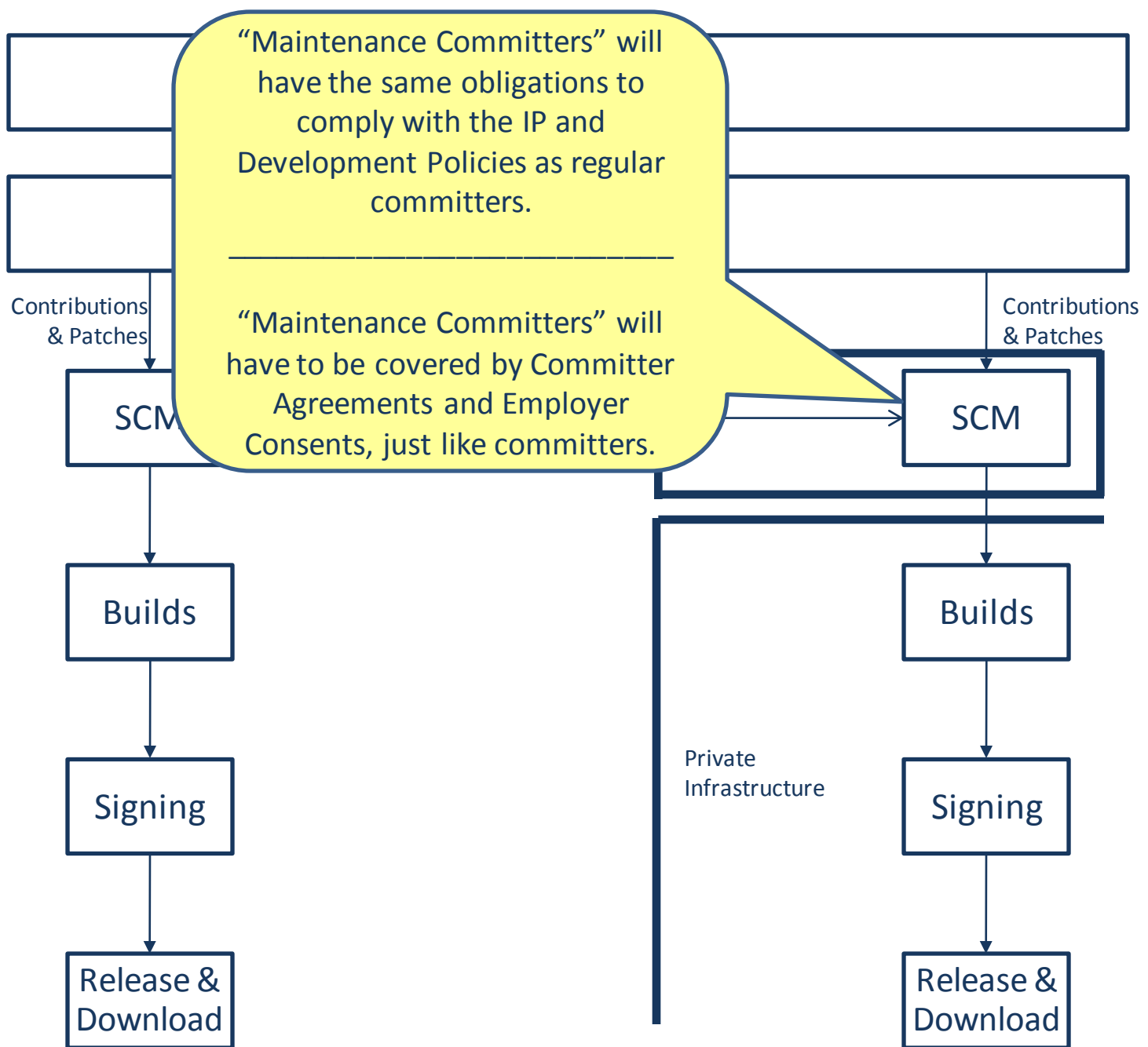
All bugs, patches and contributions will flow through the publicly visible Bugzilla under the existing terms of use

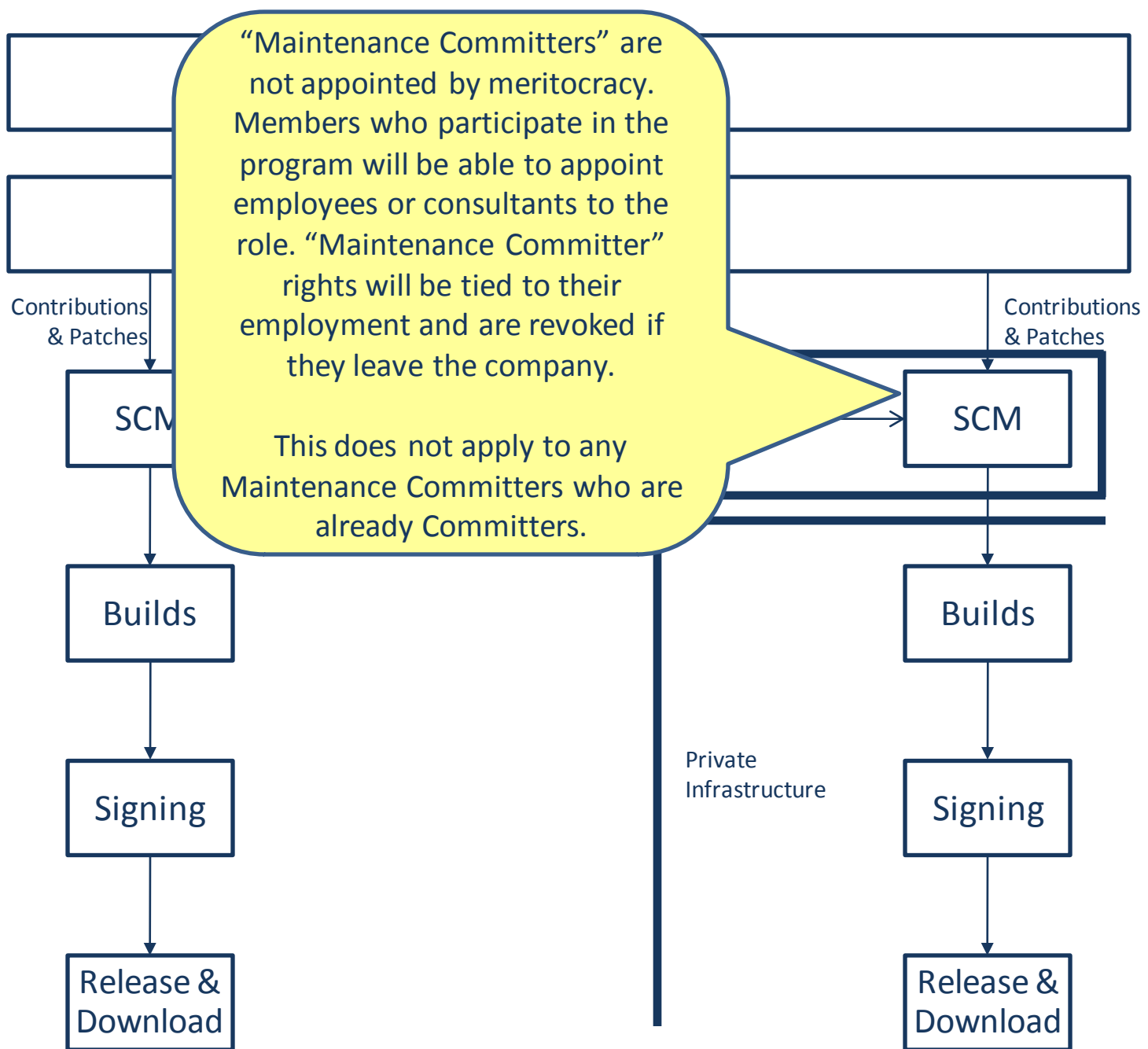
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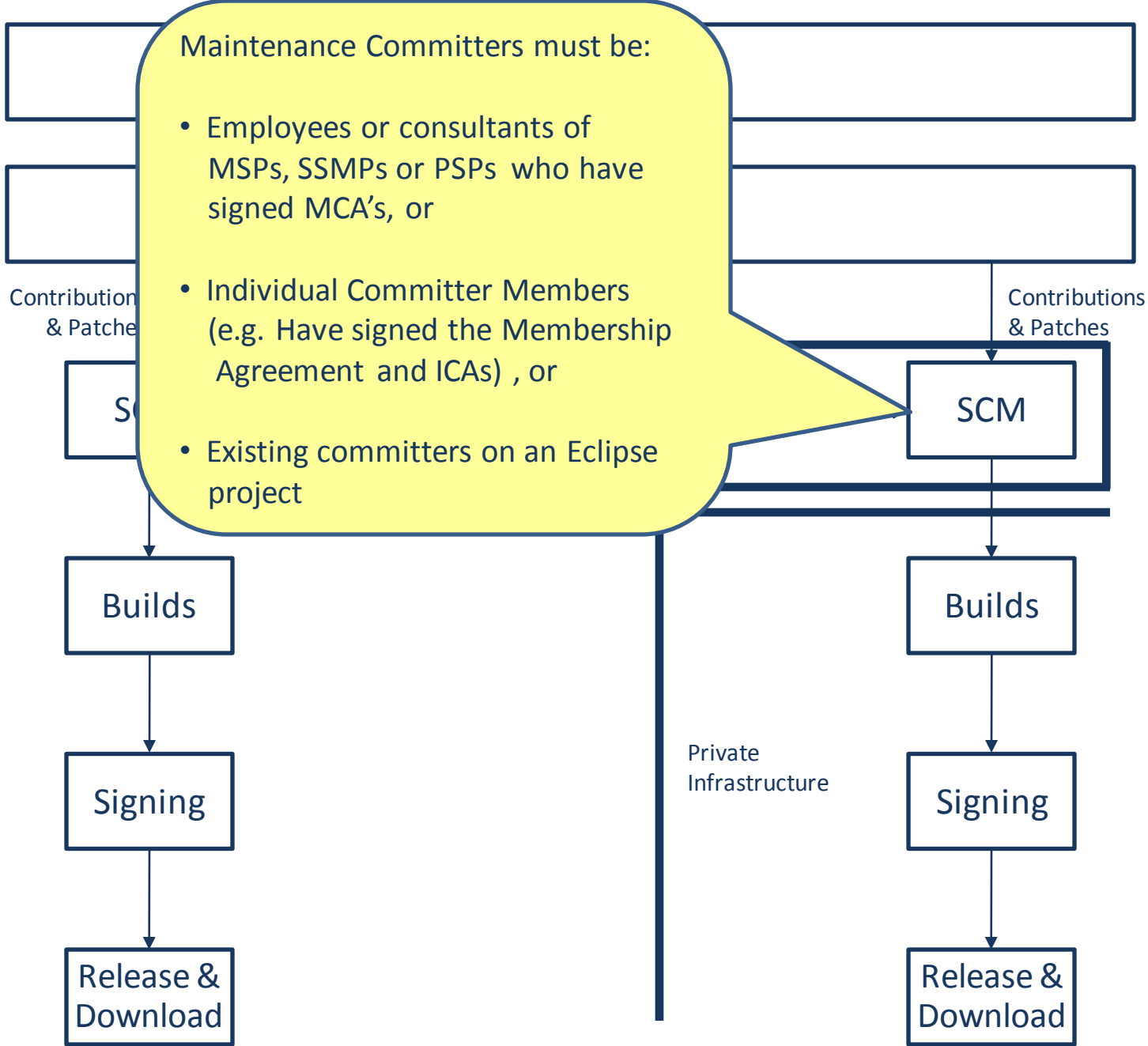
The maintenance process will make use of the same Bugzilla structure as the projects, to make it easier for the main project organization to observe and leverage the activities in the maintenance stream

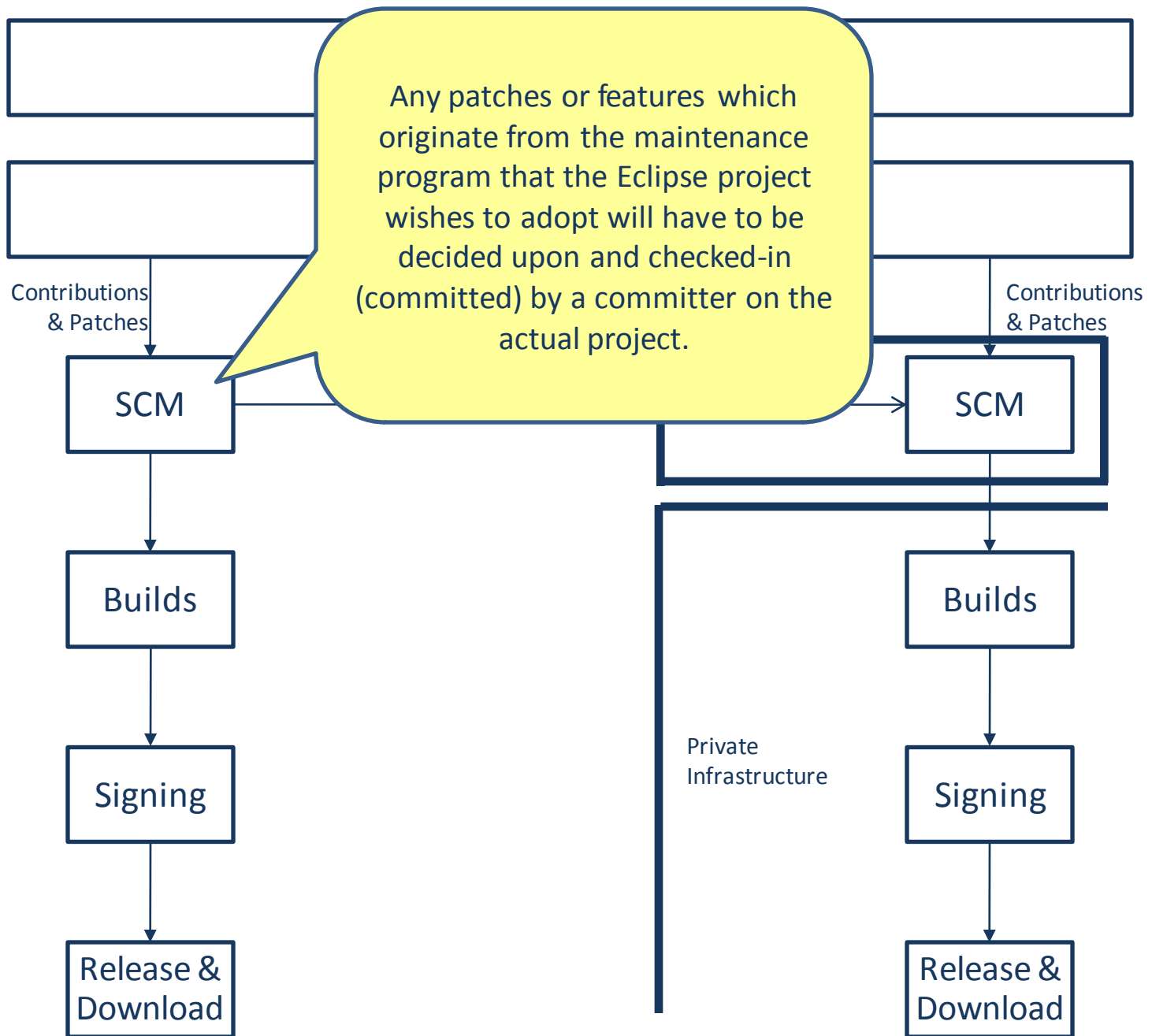


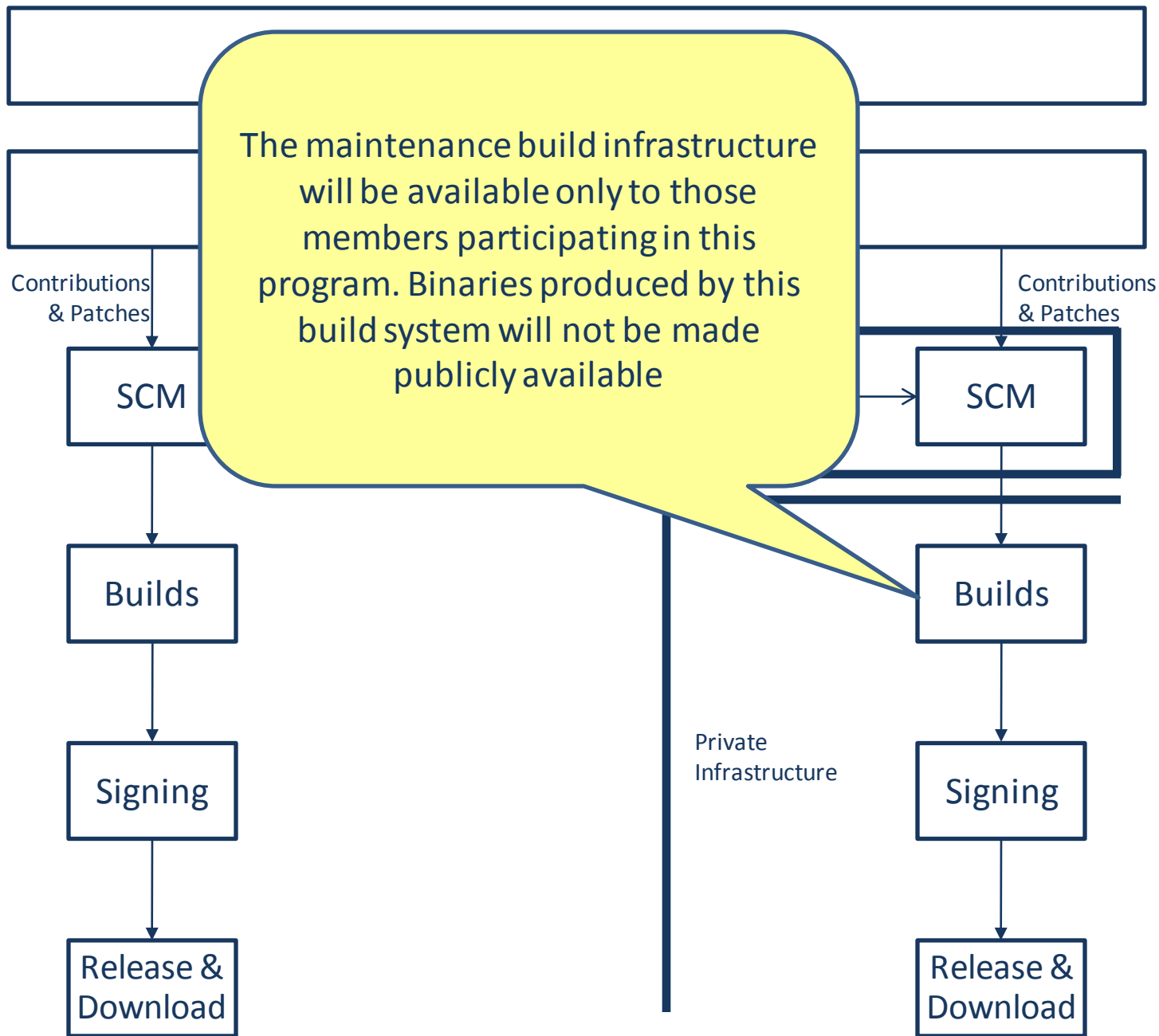












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Git clone of

Signing of maintenance releases as originating from the Eclipse Foundation is a significant control point.

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If MSP's and SSMP's wish to use their own signing certificate they can. But using their own infrastructure. We won't host other certs at eclipse.org

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The Eclipse Development Policy states that a release review is not required for minor enhancements. Assuming that these releases conform to that definition, release reviews will not be required

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Initially, all releases produced under the maintenance program will be made available **only** to members of the Eclipse Foundation (excluding Associate Members) **who participate in this program.**

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Questions?

**THANK YOU!**