DRAFT
Long Term Support Program

Eclipse Foundation

Version 0.80
9-June-2010

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Problem Statement

- No one company can offer support and maintenance for *all* of the projects in the release train.

- As Eclipse is entering the mainstream, long-term support and maintenance is becoming increasingly important to both consumers and adopters.

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Decision Requested

- The EMO is seeking the Board's authorization to create a Long Term Support Program for the Eclipse Foundation and its members
- This program will not be identical to the one described here, because of the enormous number of details involved. But it will be close!

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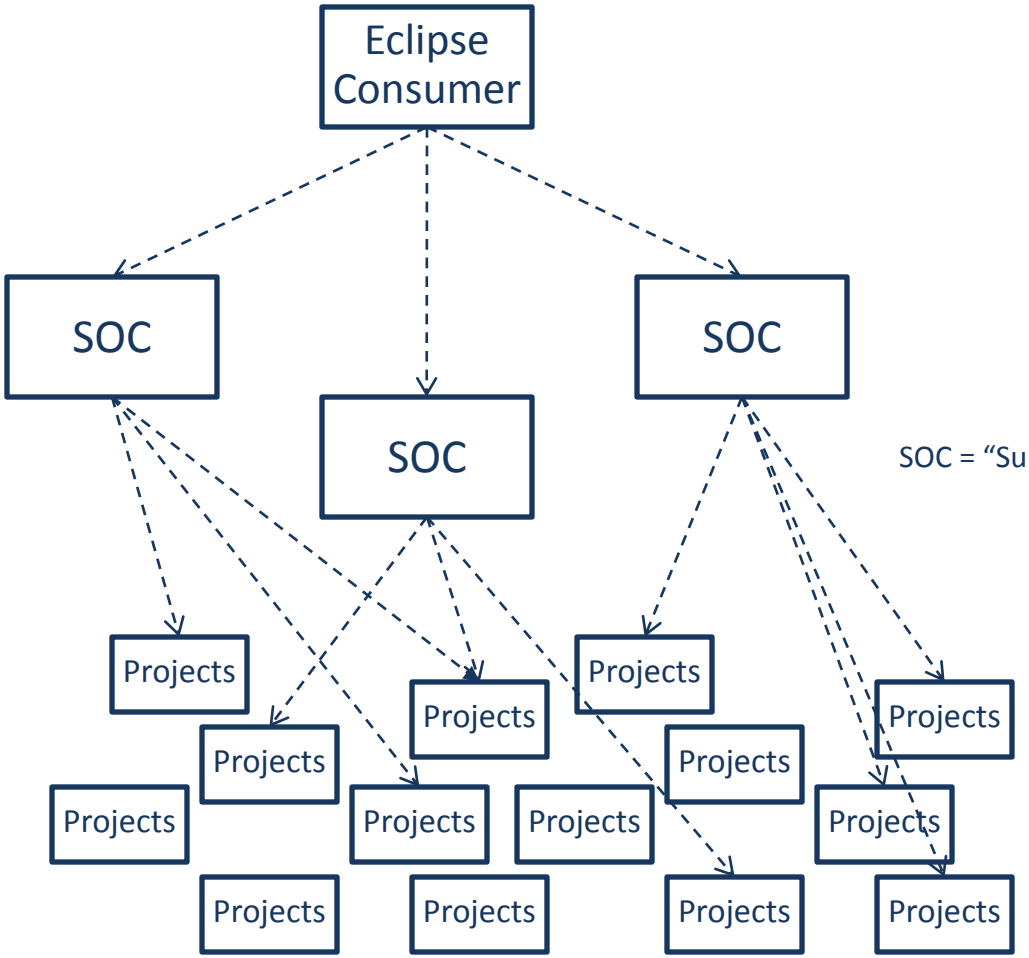
Existing Support



SOC = “Support Offering Company”

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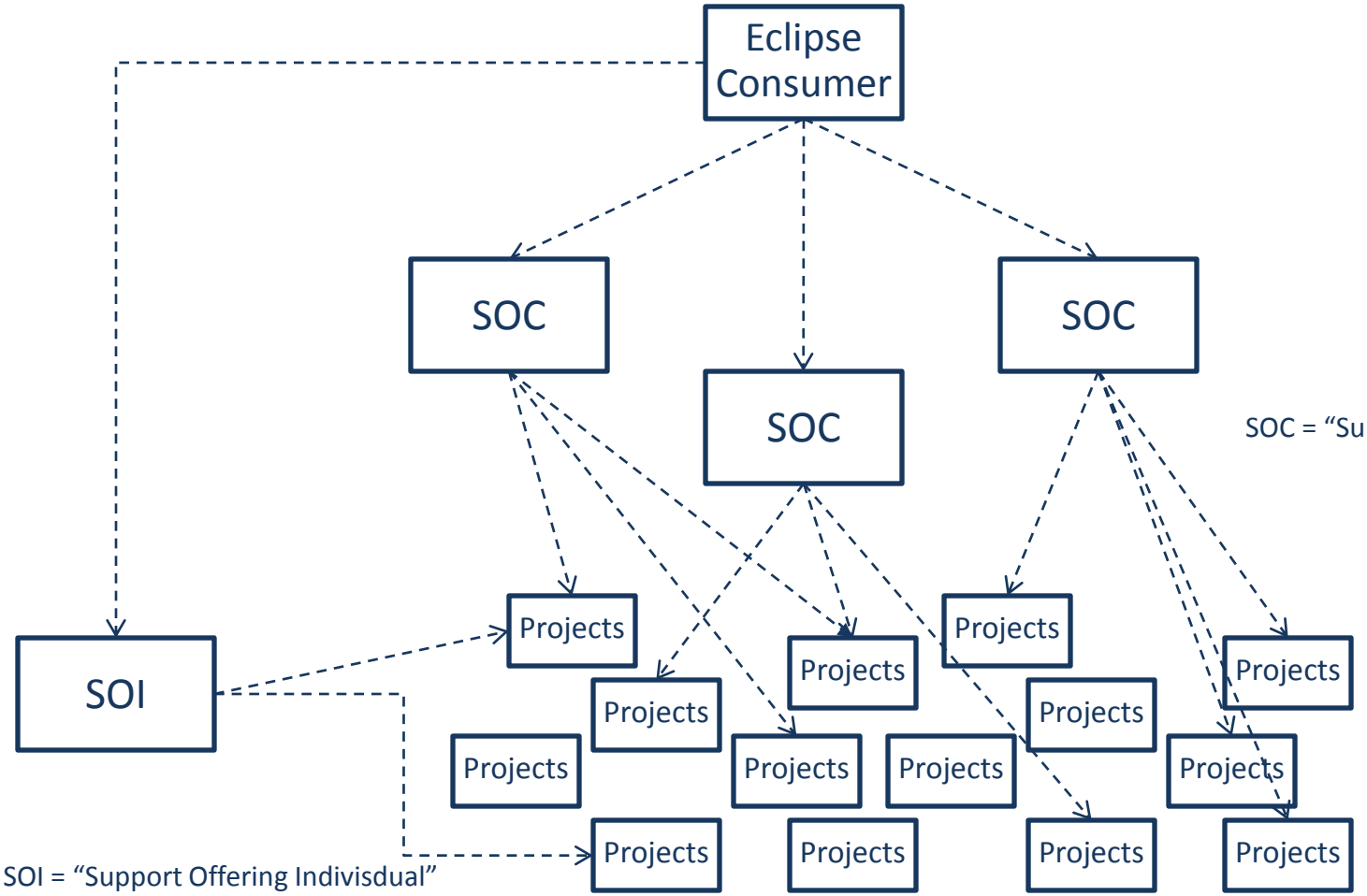

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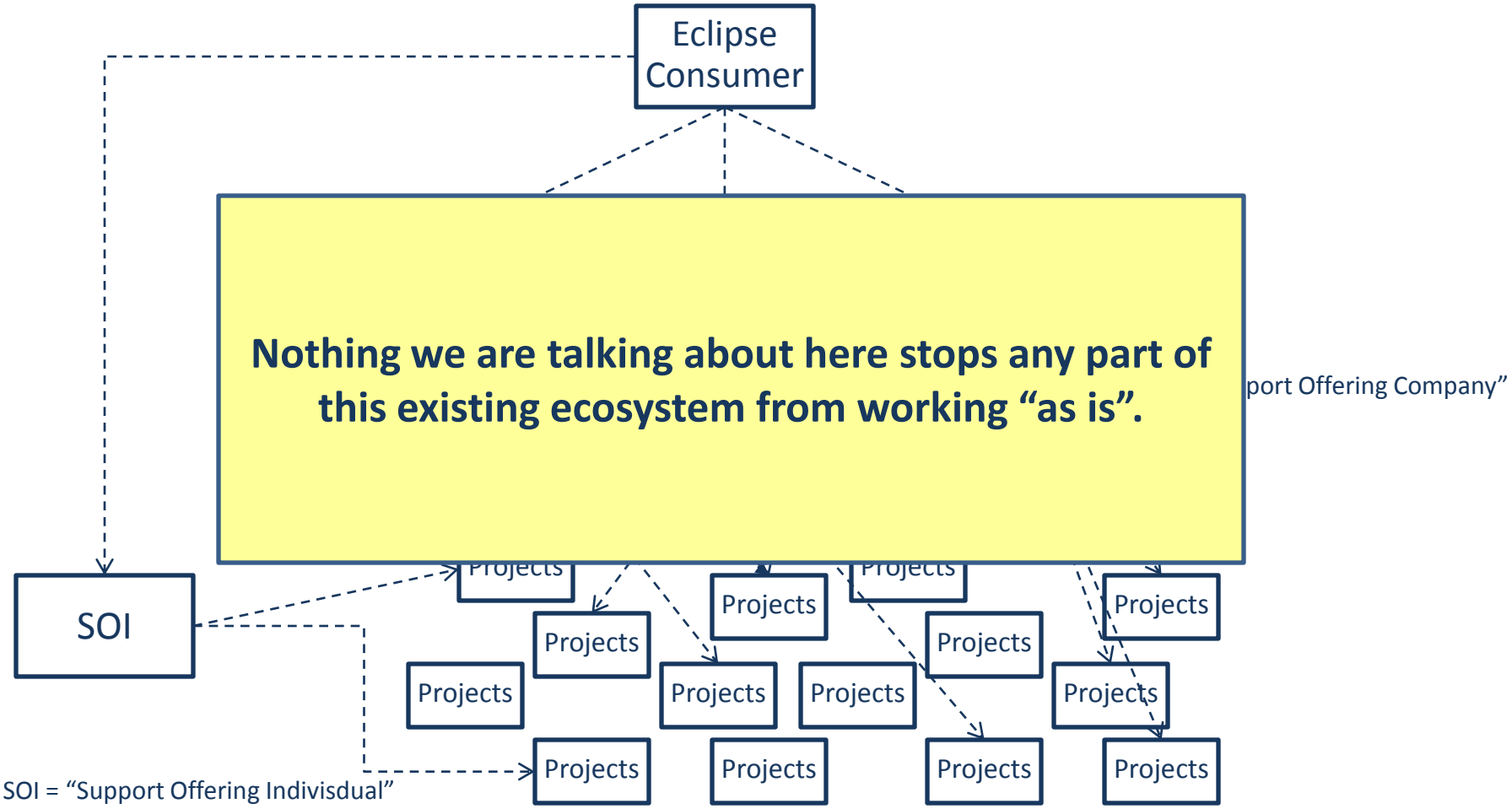

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Goals

- 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.

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Assumptions

- It is expected that the majority of activity happening in the maintenance process will involve the back-porting of patches from newer releases to older releases.
- All intellectual property flowing through this process will comply with the Eclipse Foundation IP Policy and procedures. Specifically, all contributions will have to follow the CQ process. Use of any new versions of third party components will also require the creation of a CQ.

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Definitions

- "**Maintenance Service Provider**" (MSP): A company providing support services under this program. **MSPs will be required to be Strategic or Enterprise Members**. 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. **SSMP's will be required to be Strategic or Enterprise Members**.

- "**Project Service Provider**" (PSP): A company providing support services on one or more projects under this program. **PSPs will be required to be Solutions Members**. 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.

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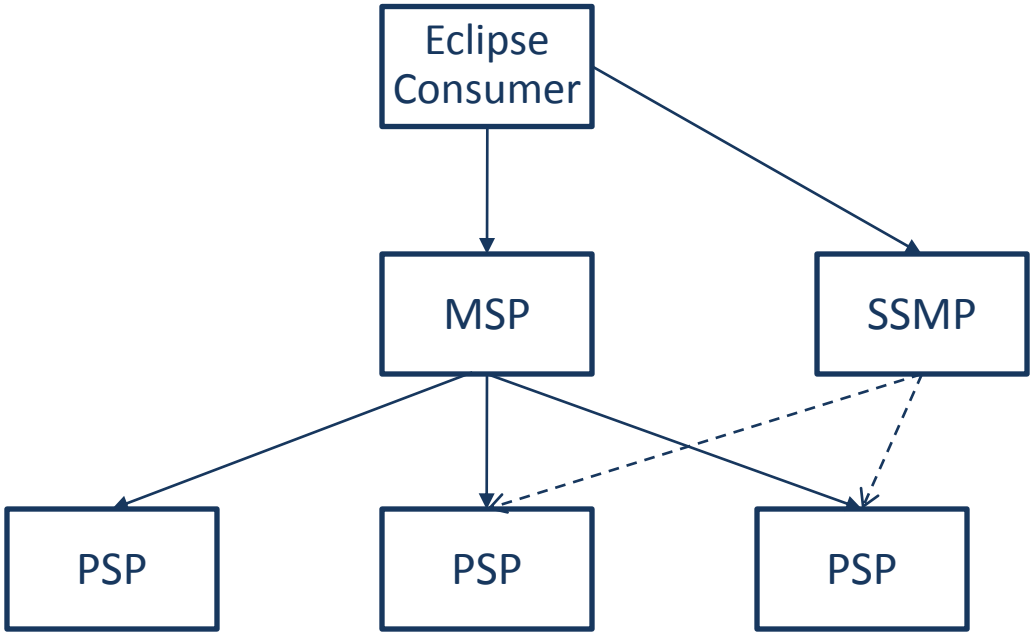
Value Chain & Choices



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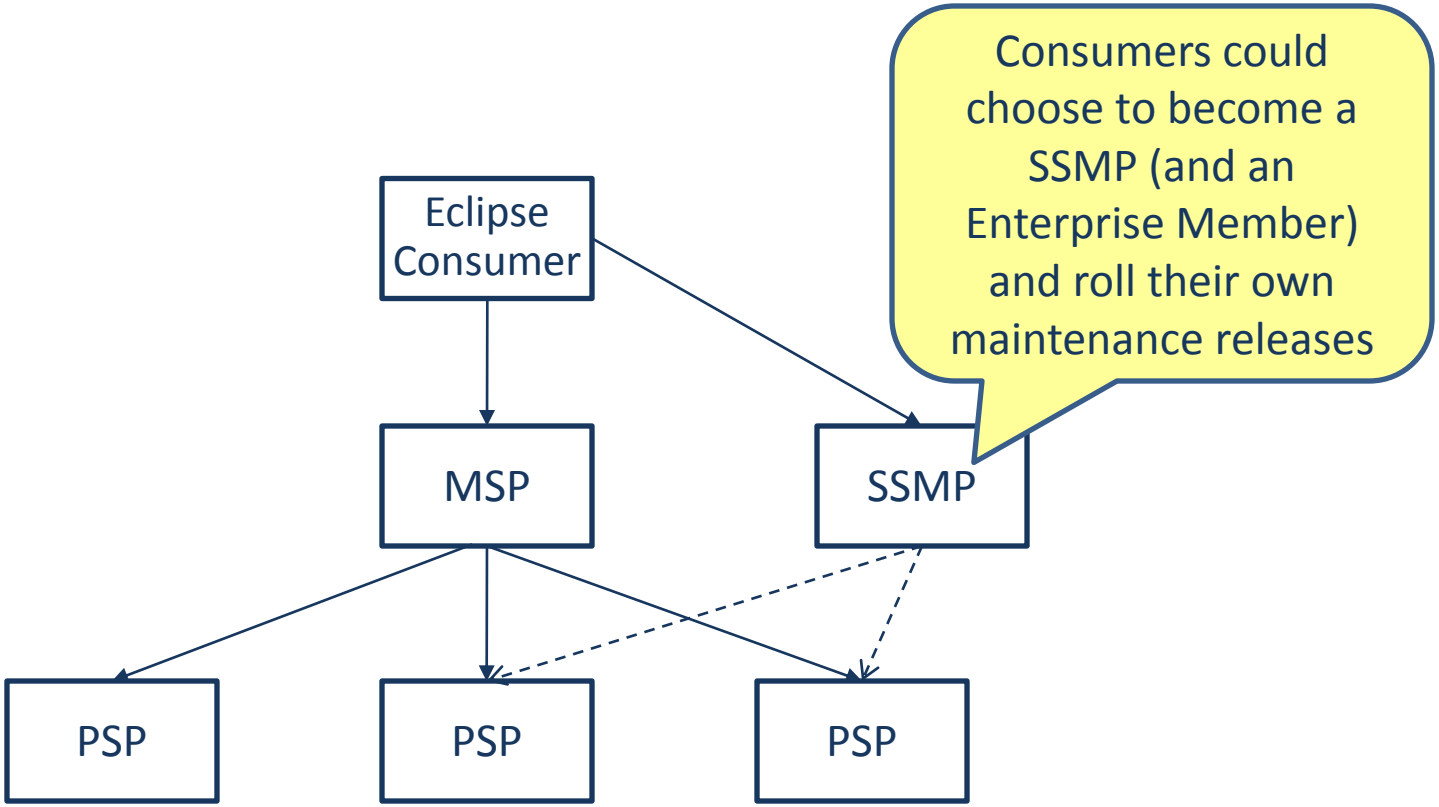
Value Chain & Choices



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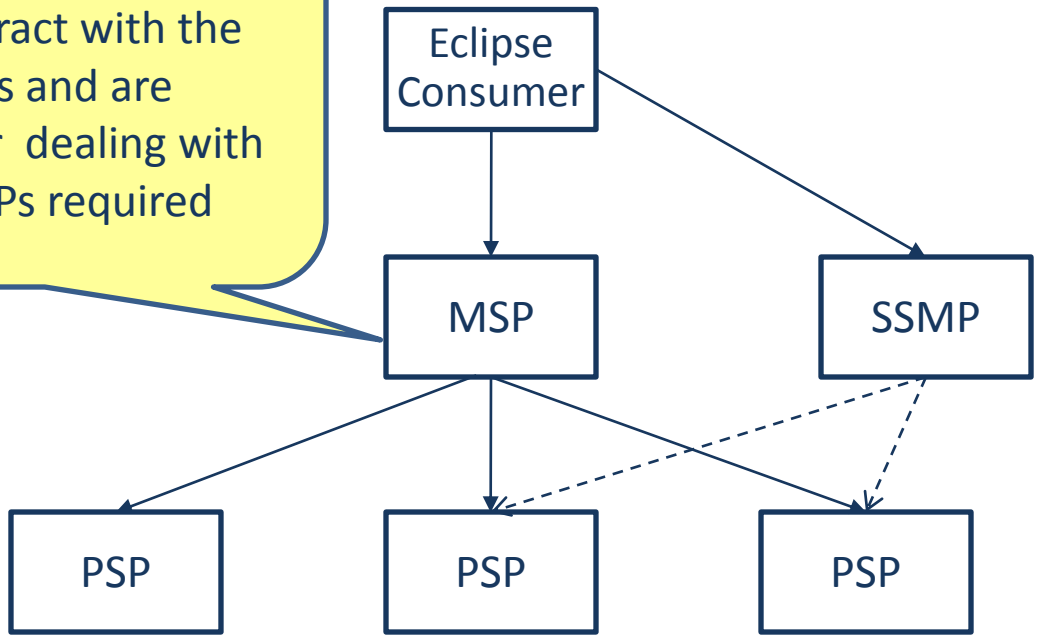
Value Chain & Choices

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



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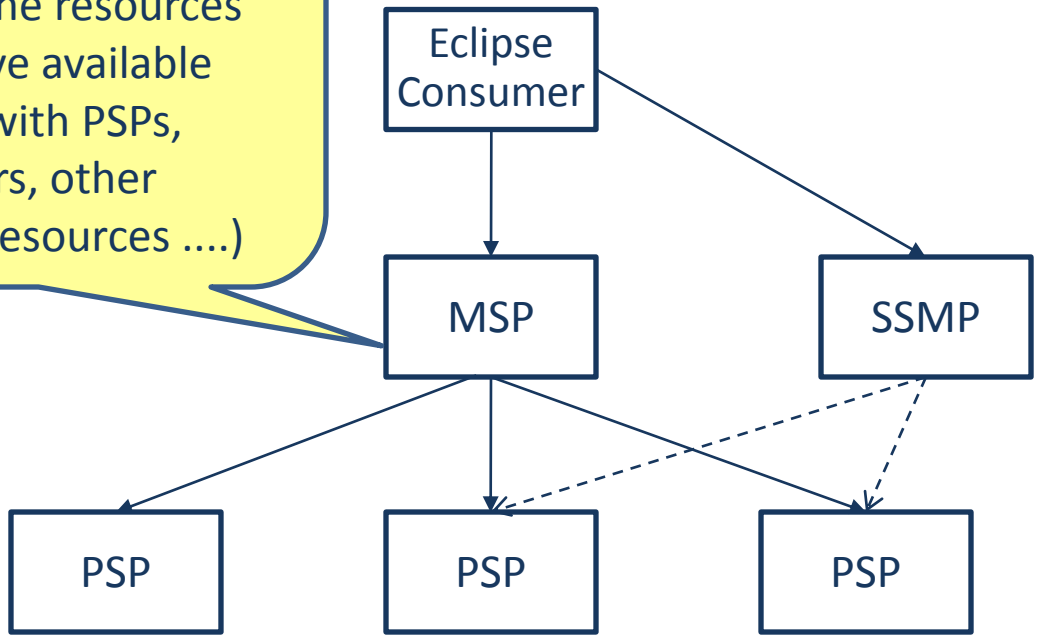
Value Chain & Choices

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 ....)



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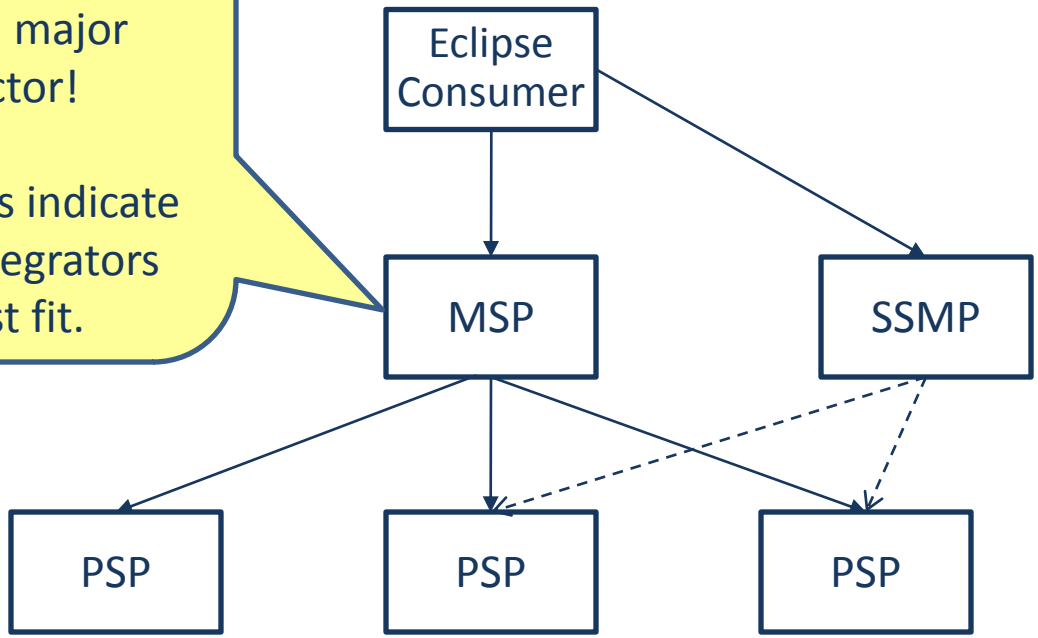
Value Chain & Choices

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.



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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.

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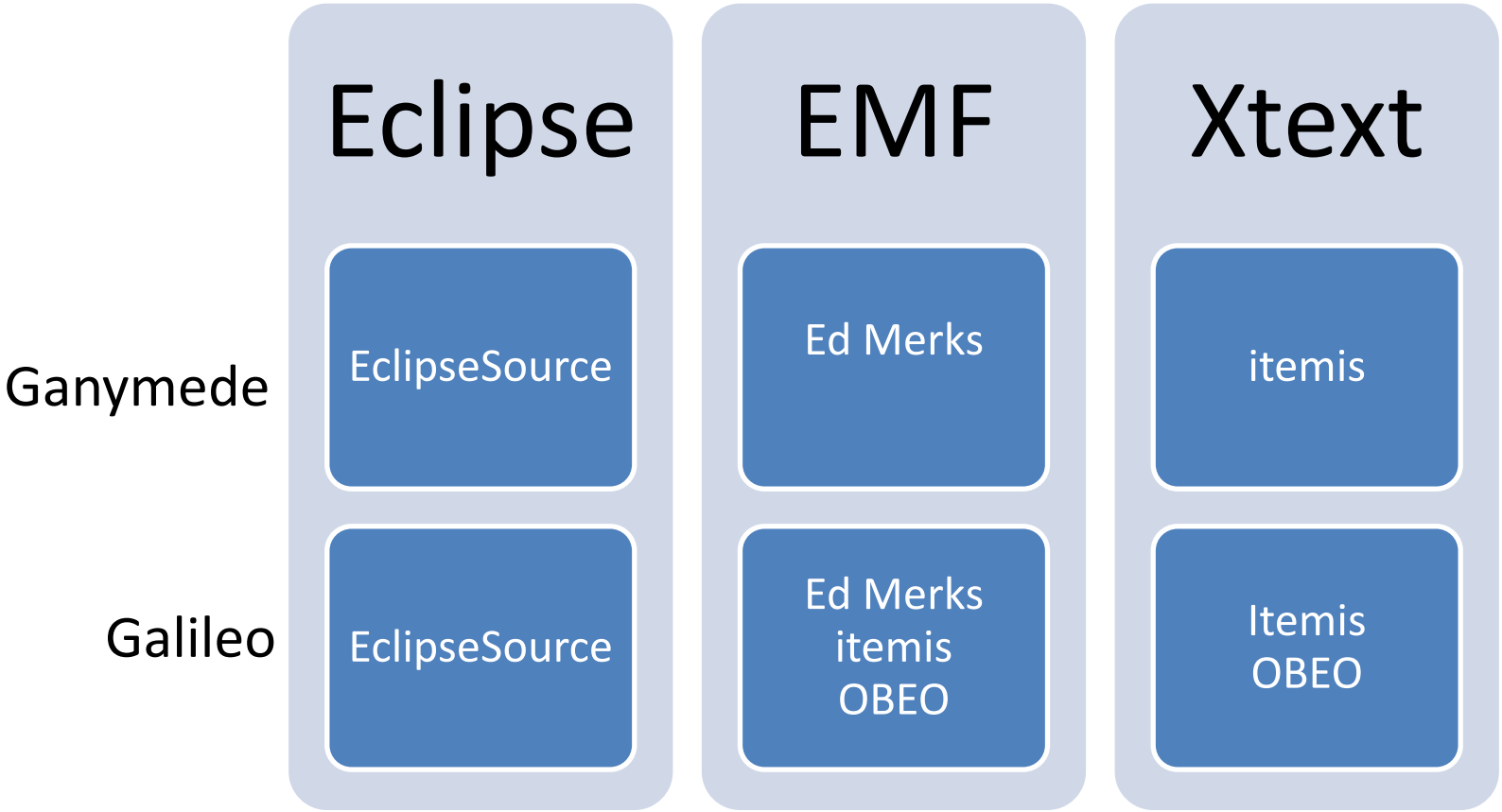
Finding PSPs

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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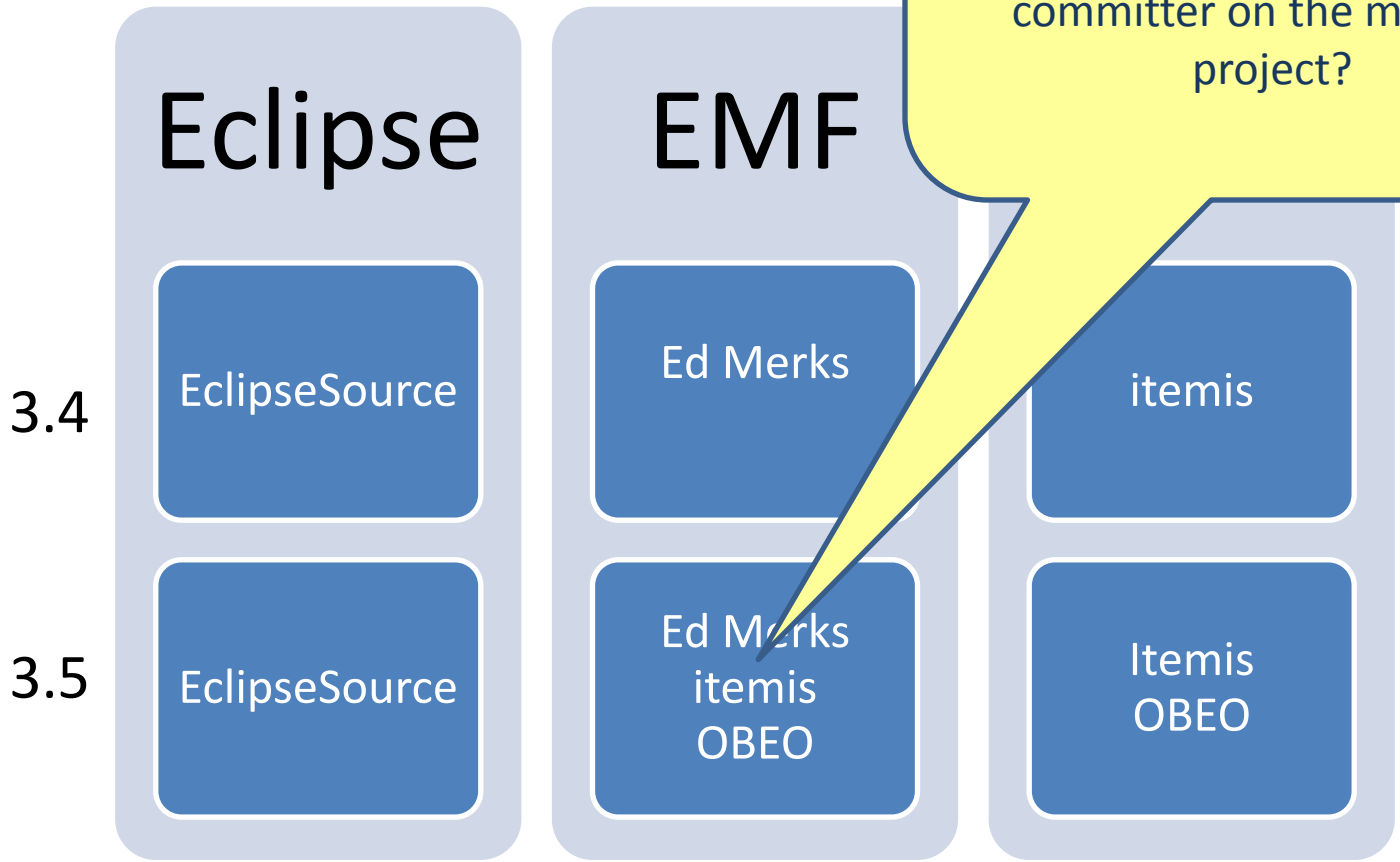

Open Issue: To be able to offer support in a cell, should each PSP must have at least one committer on the mainline project?

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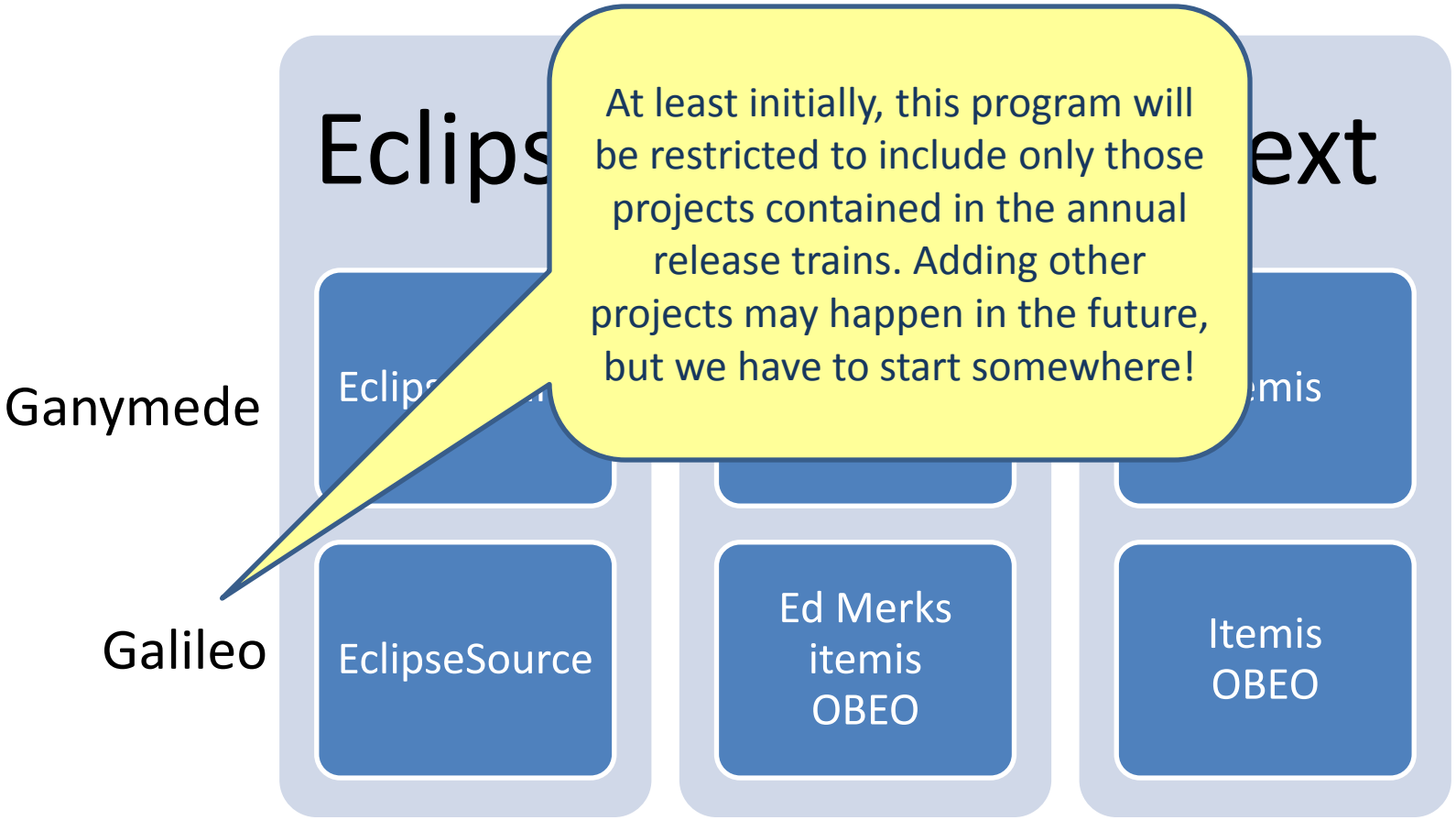

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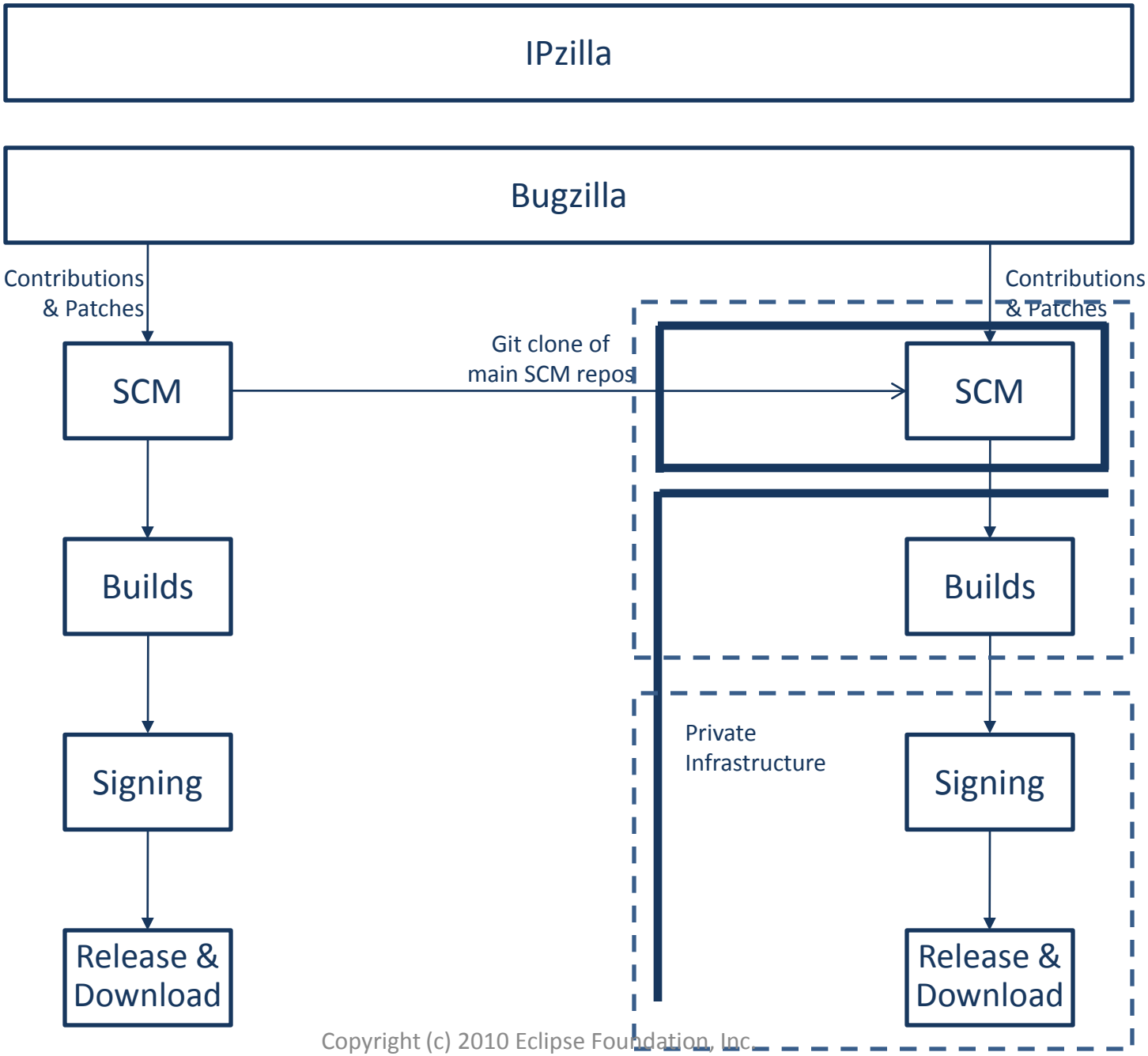

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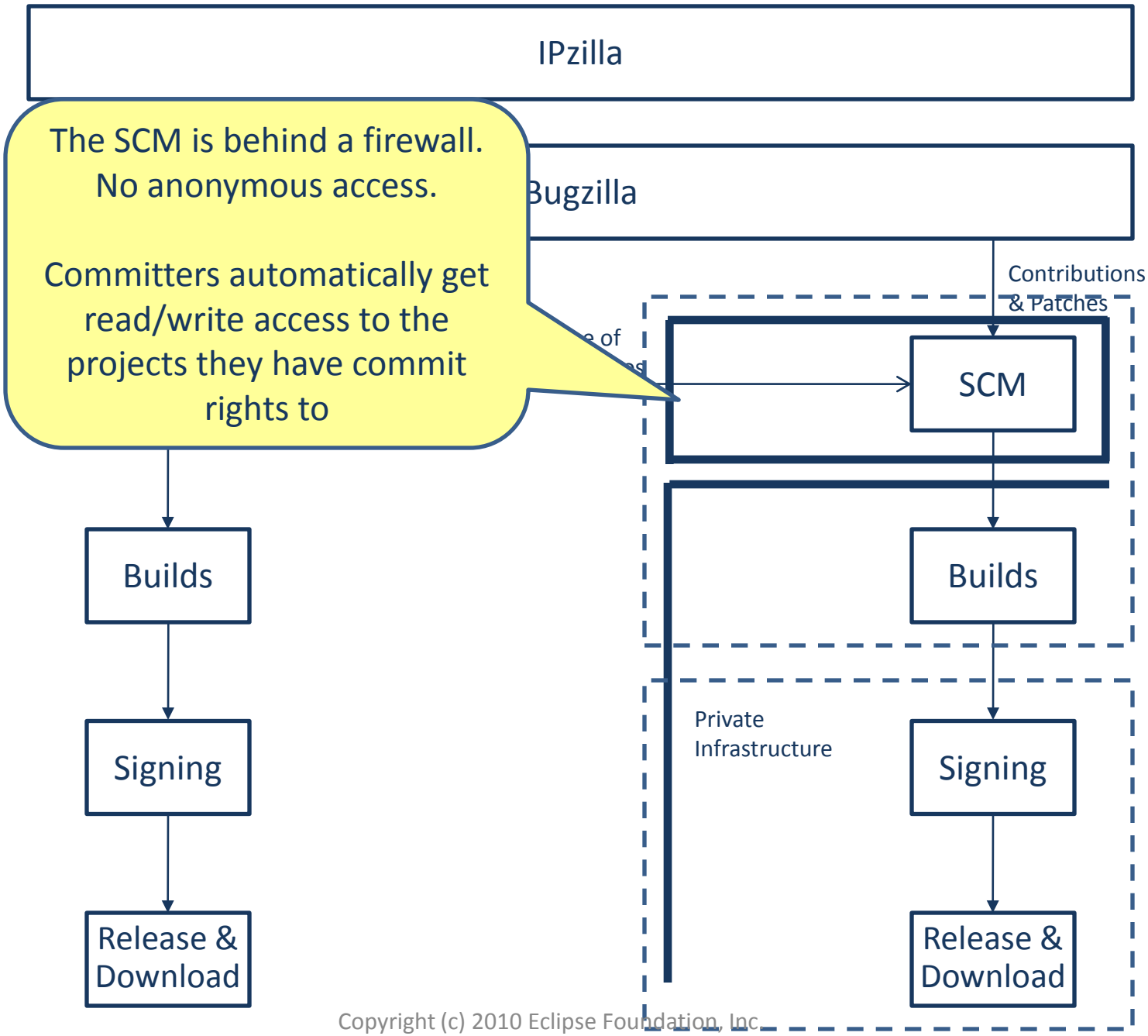

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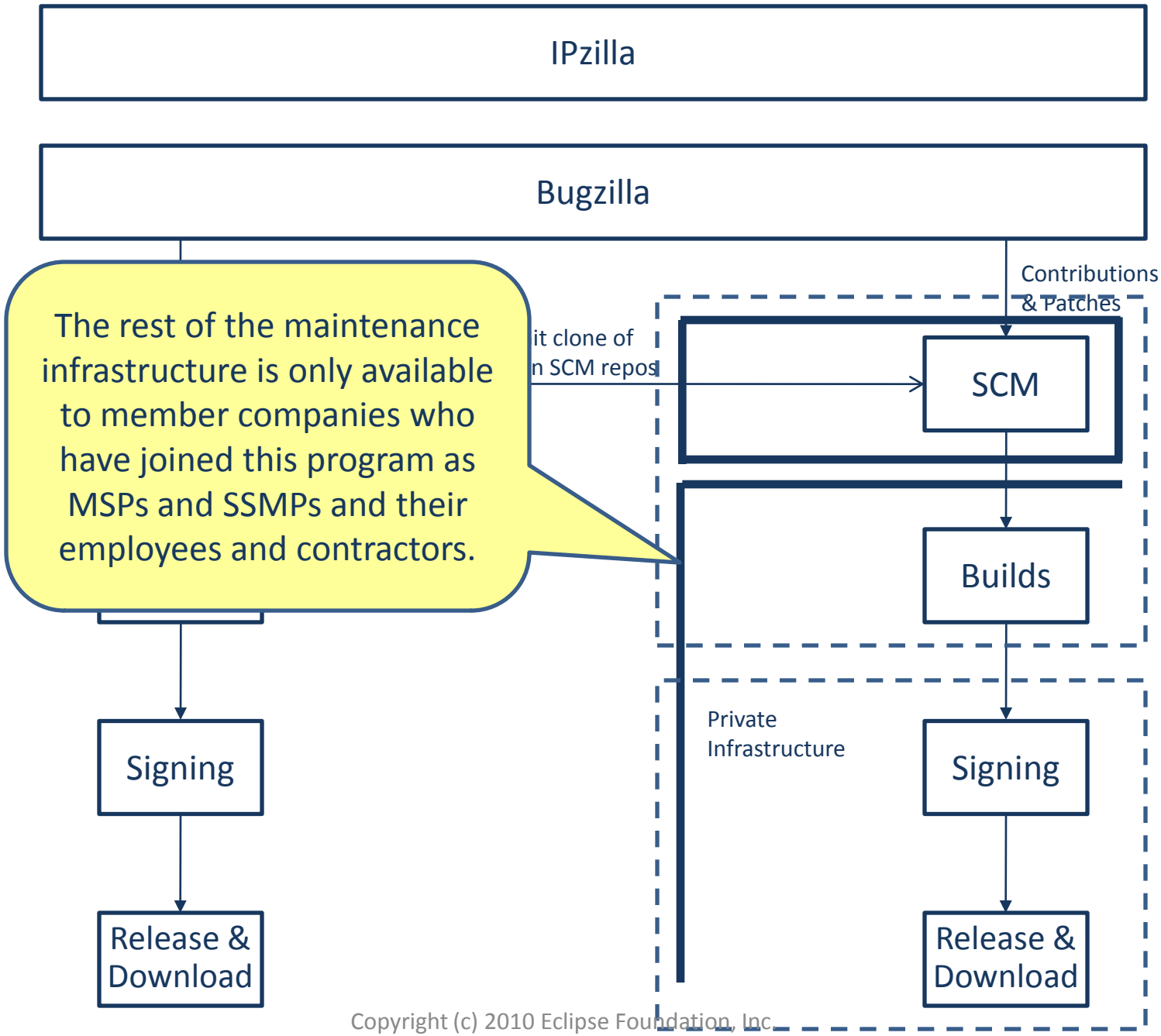

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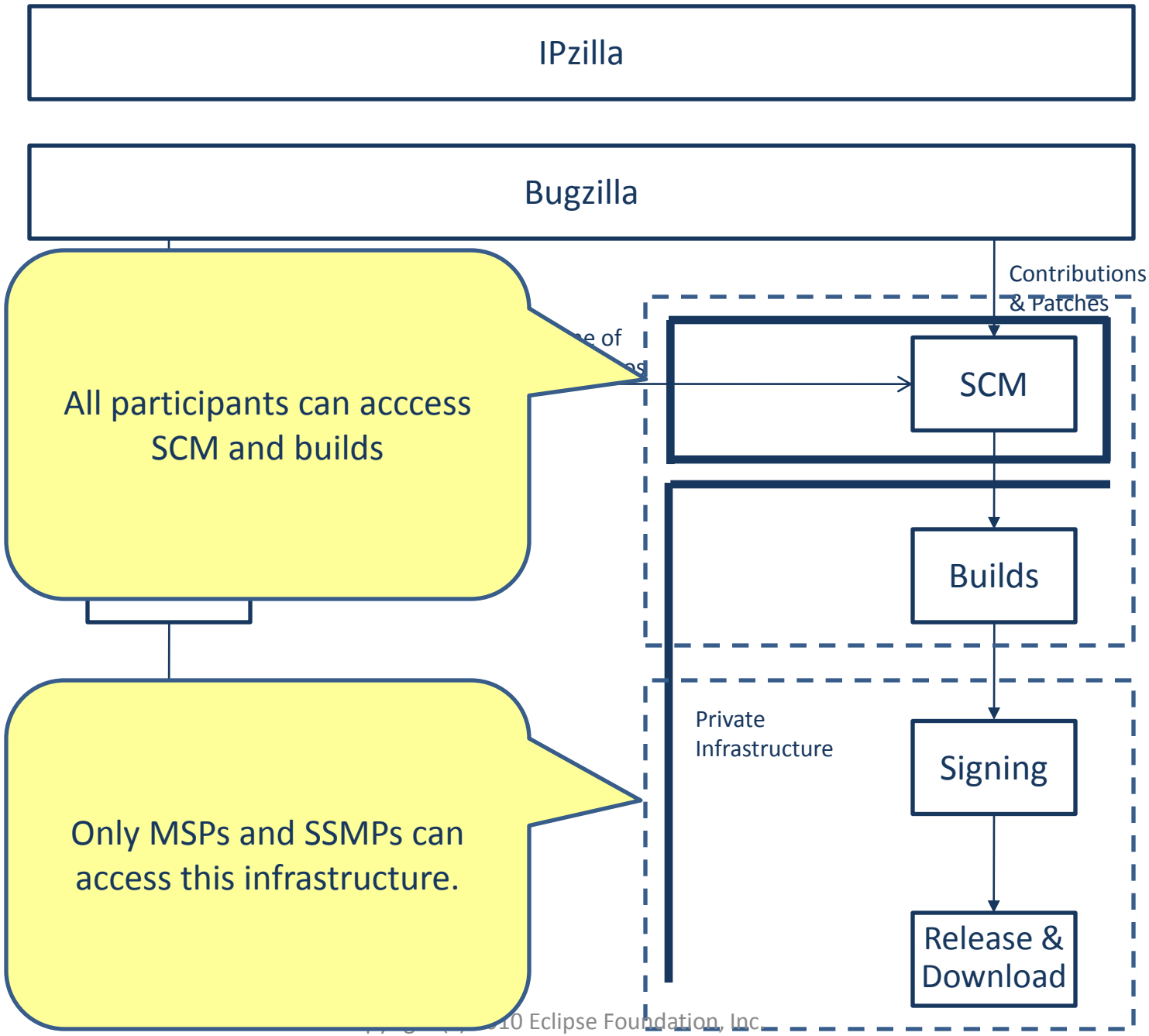

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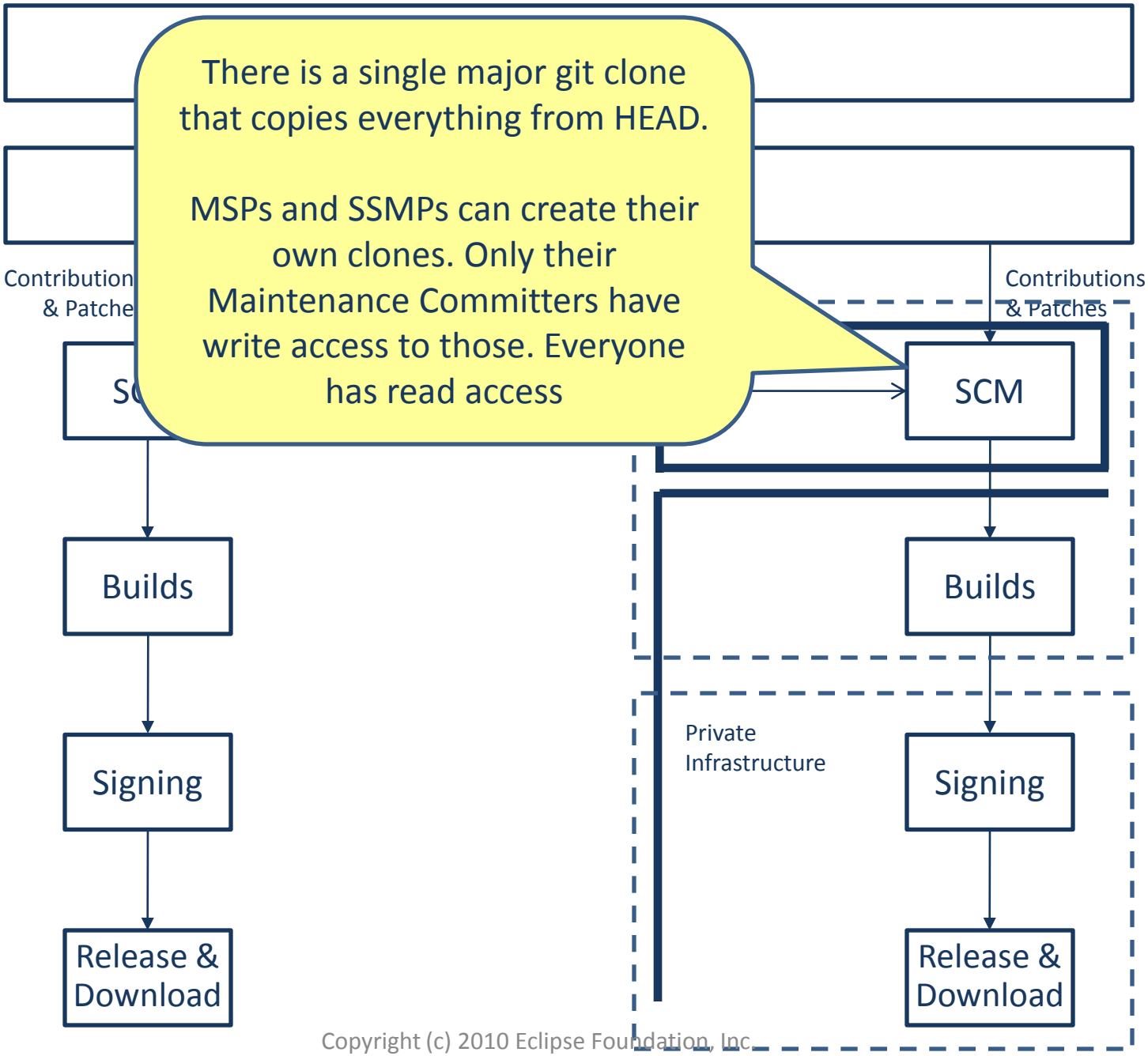

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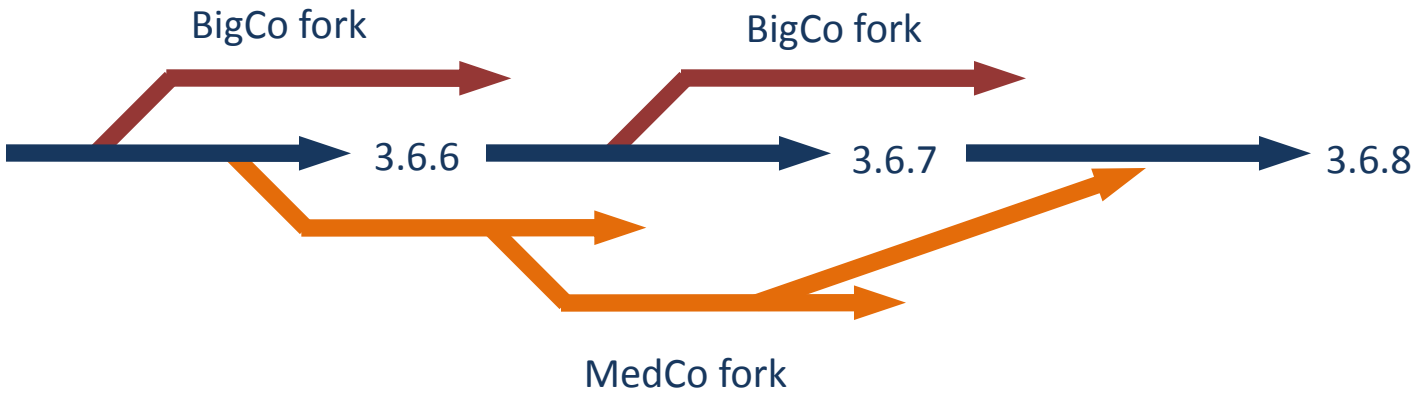
Private Forks



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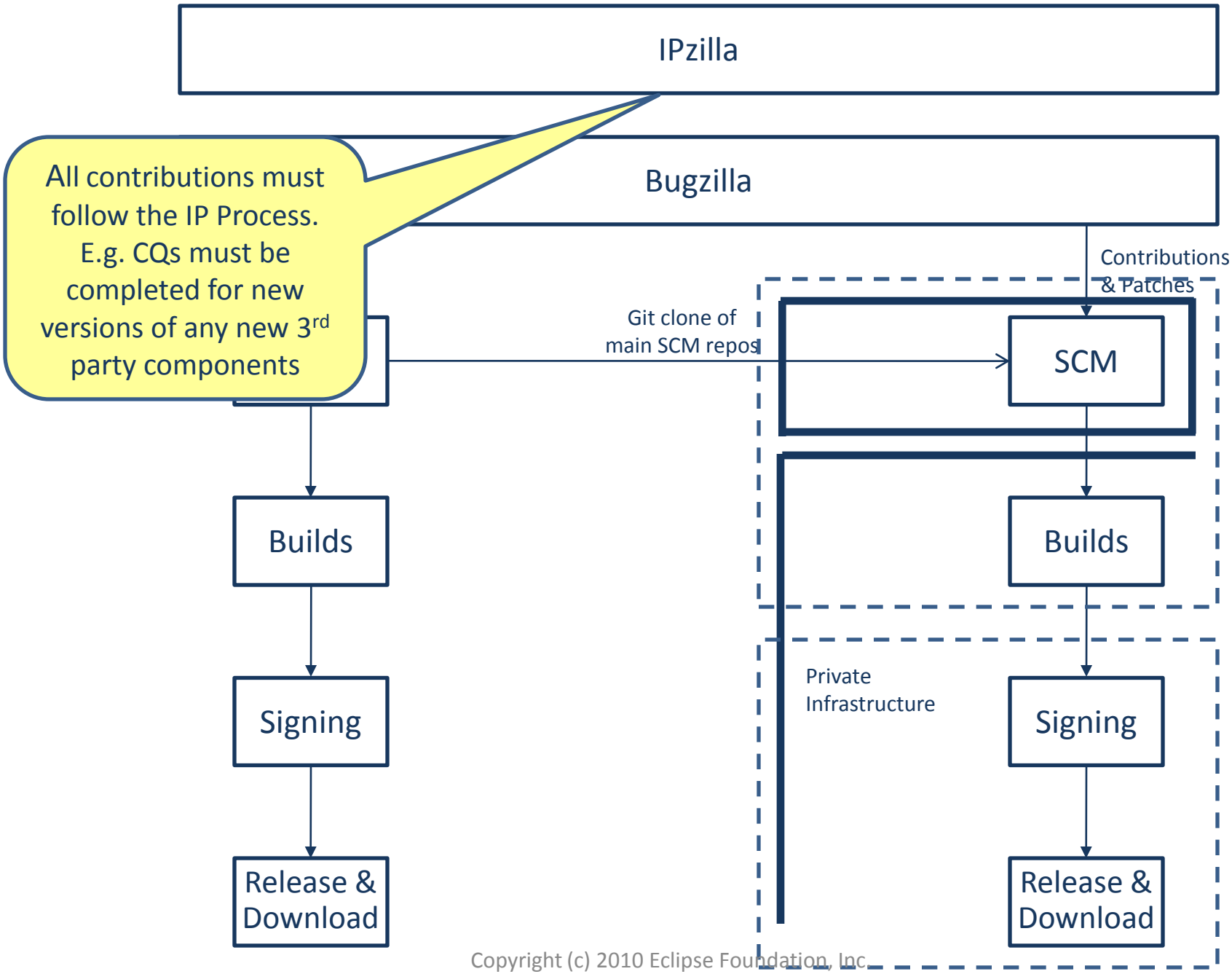

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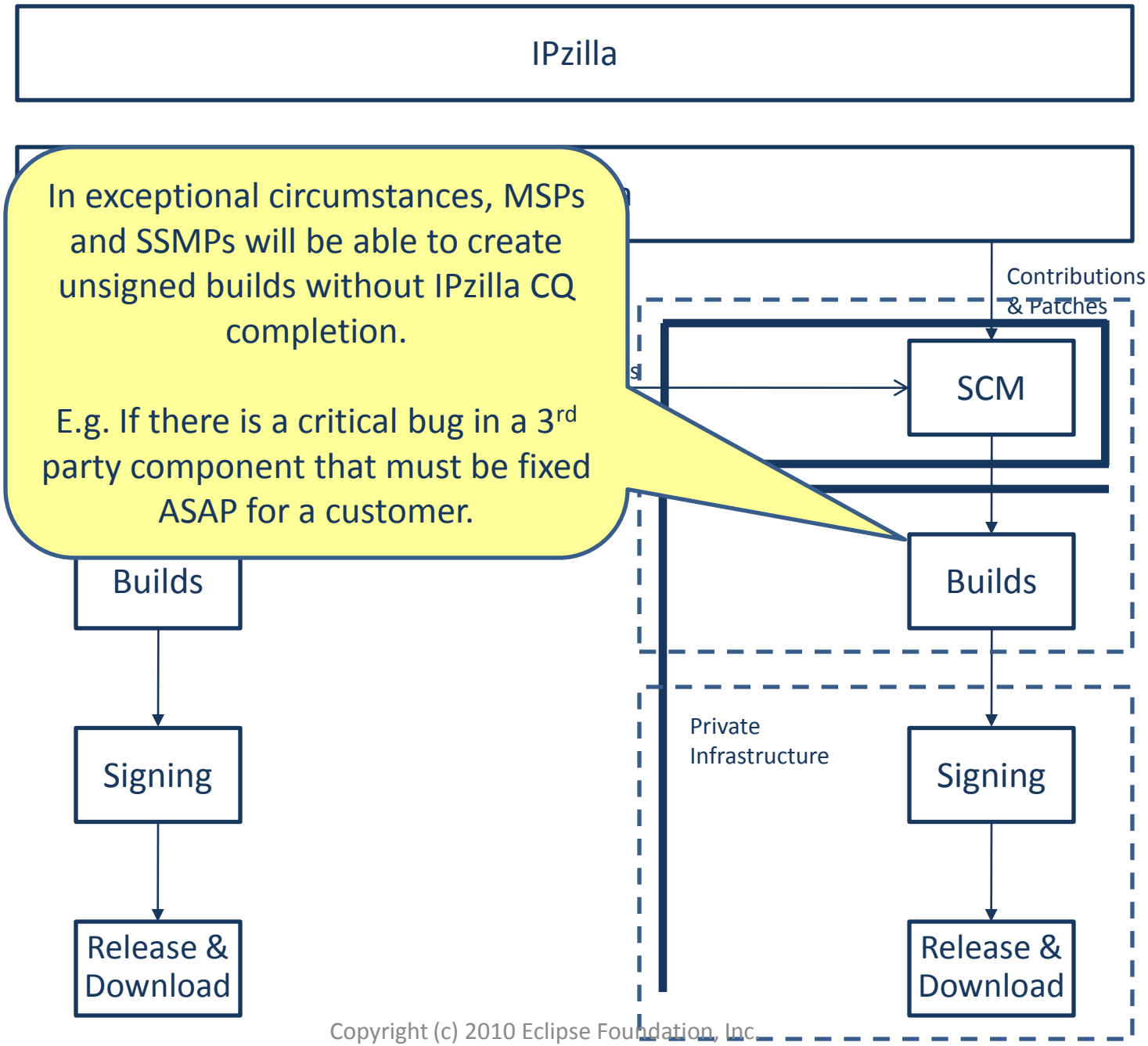

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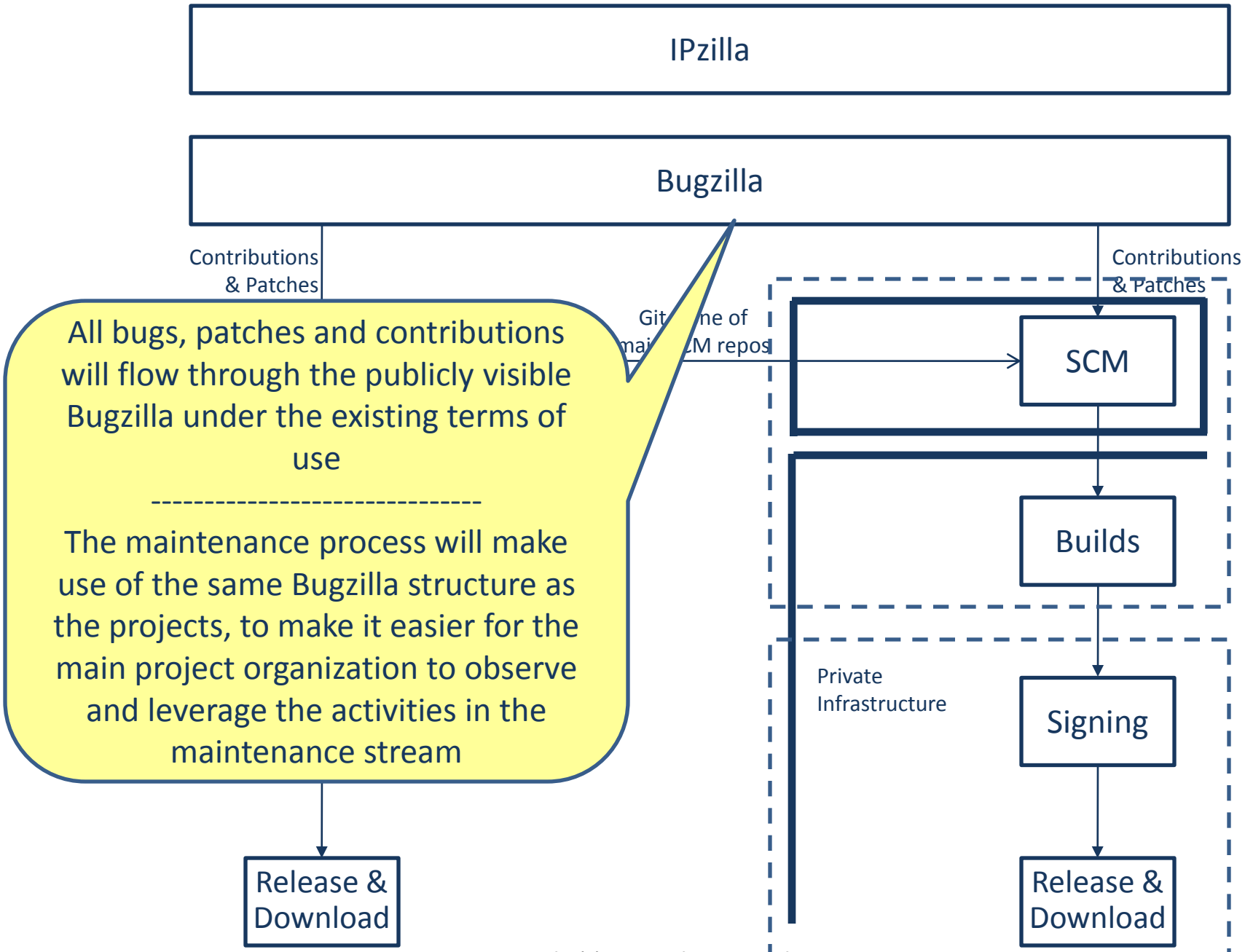

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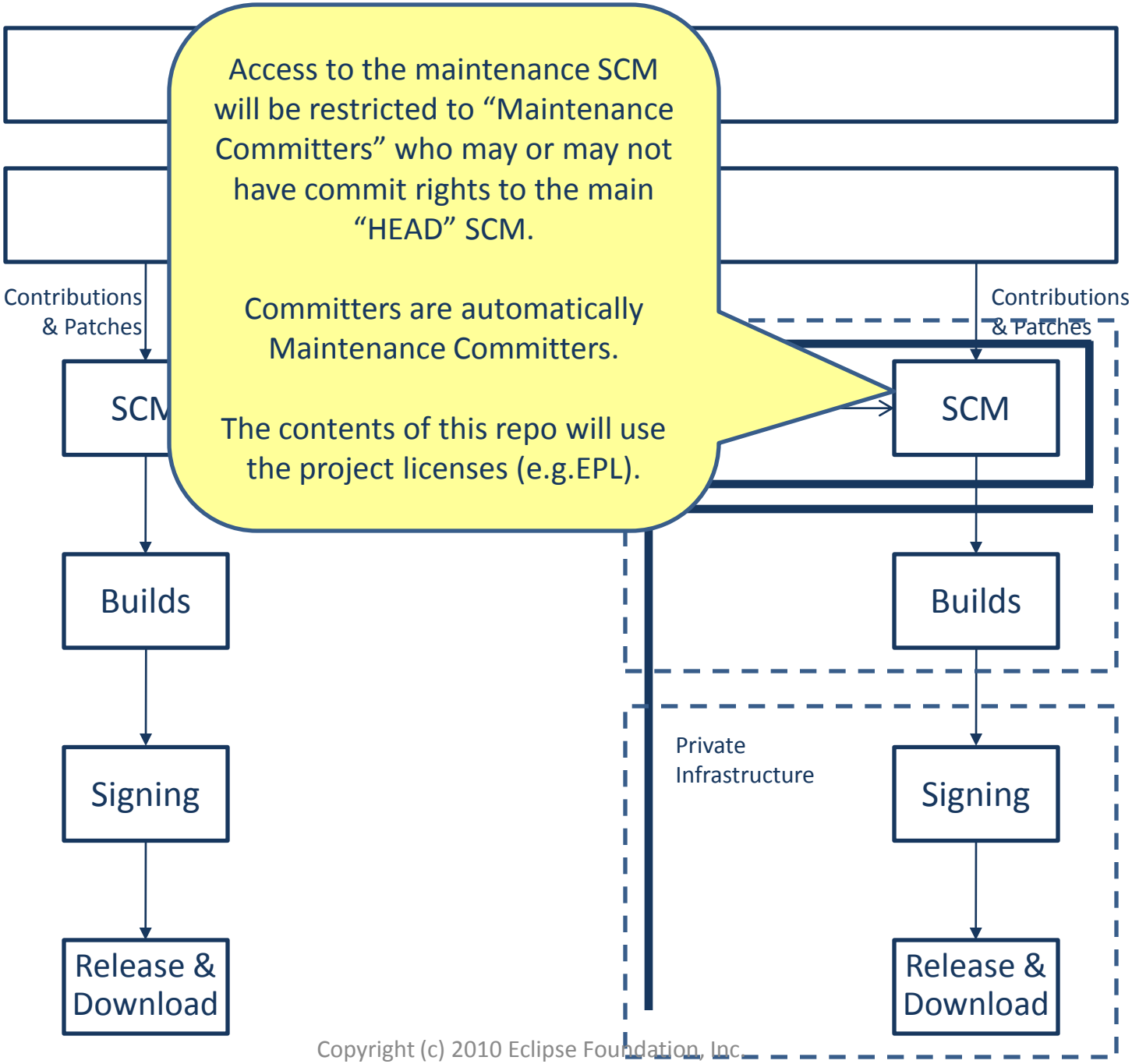

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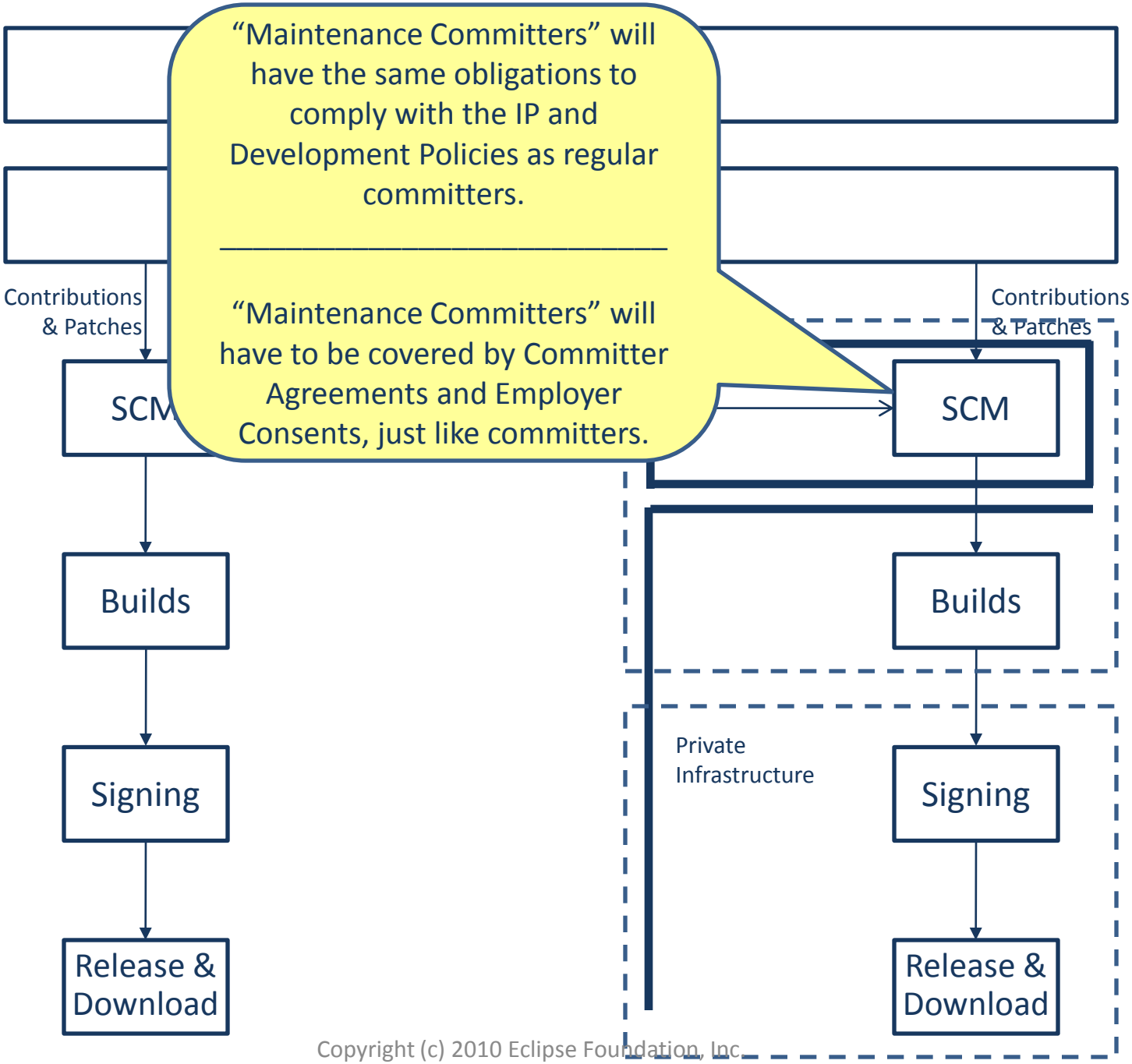

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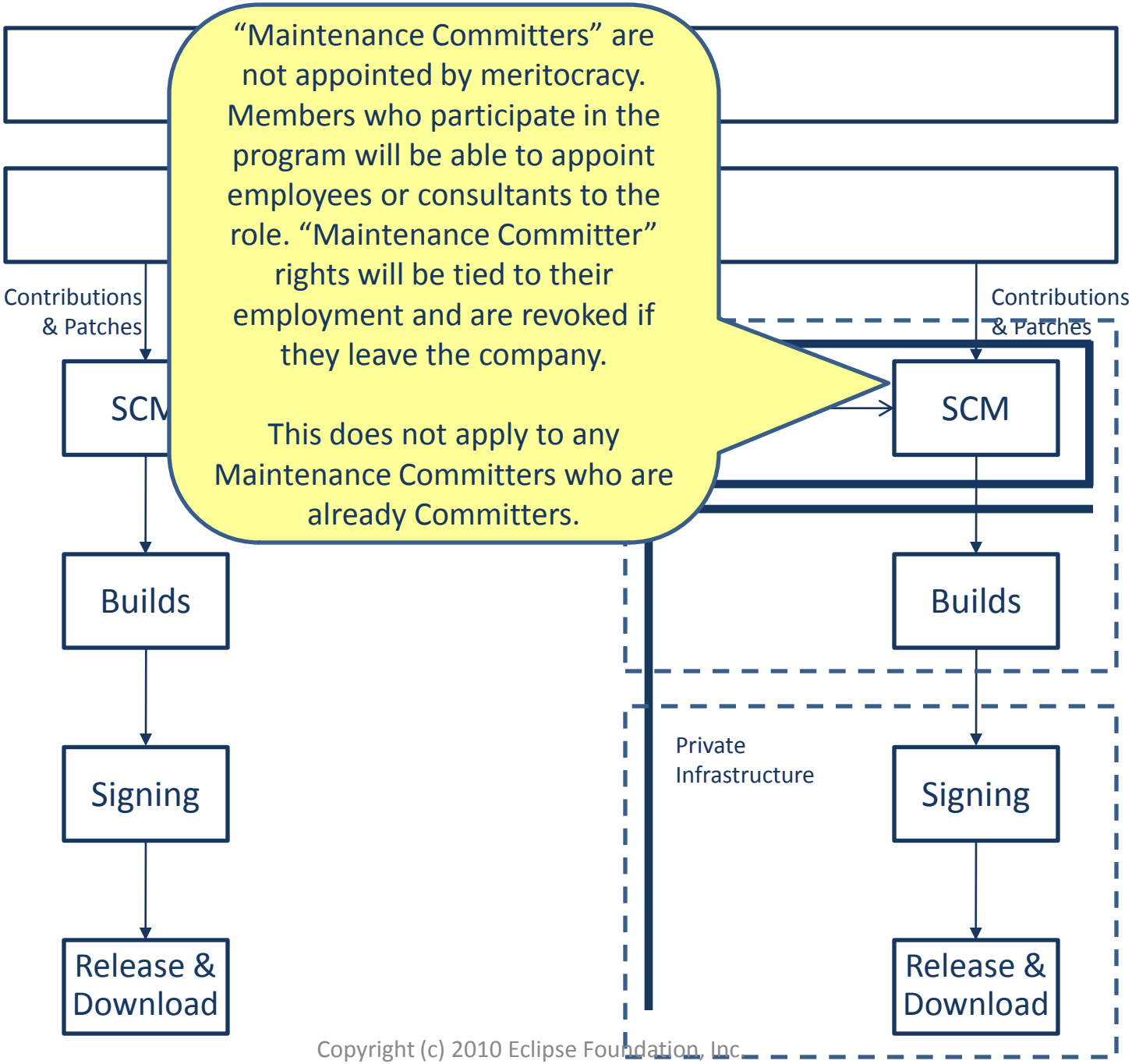

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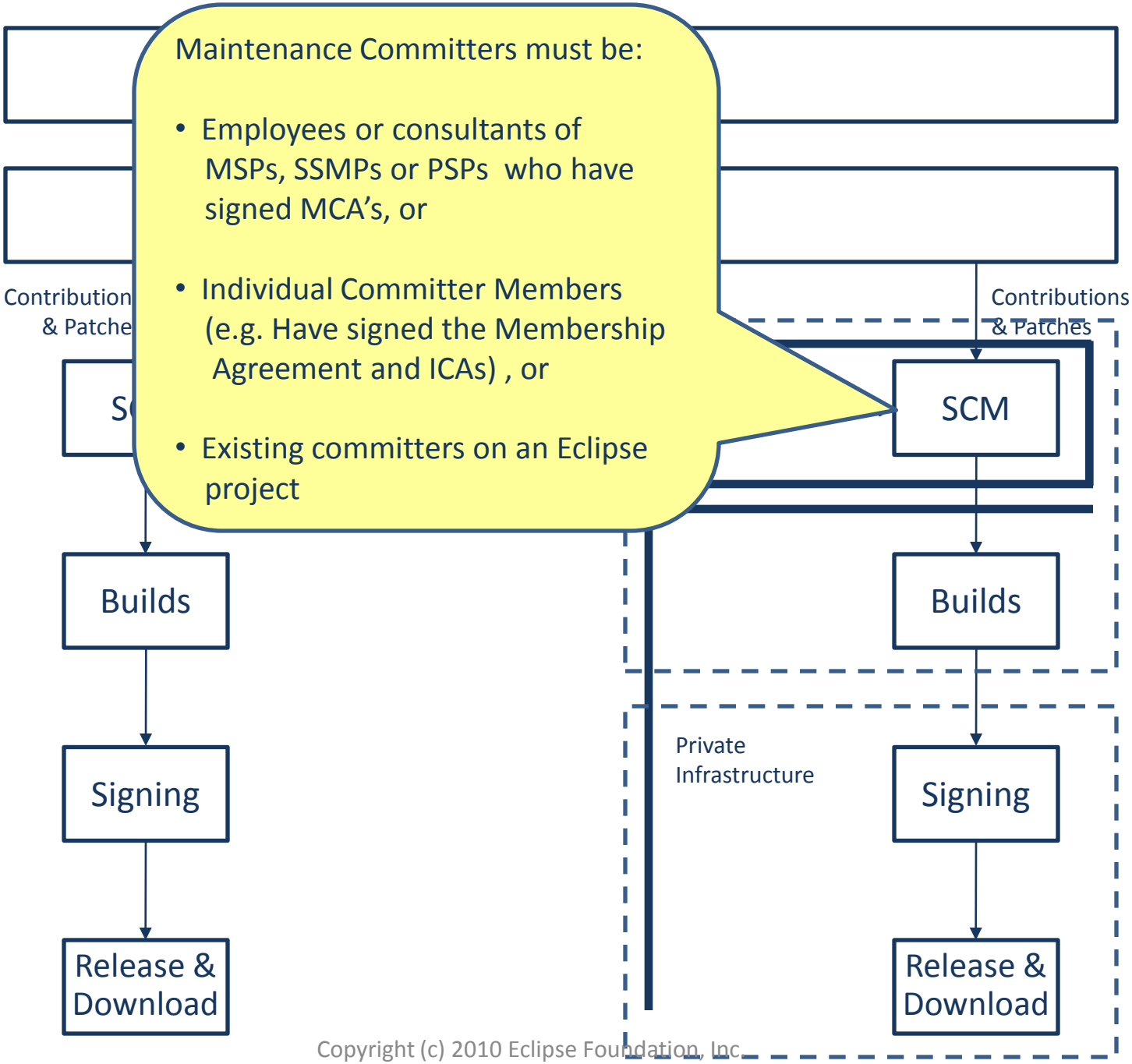

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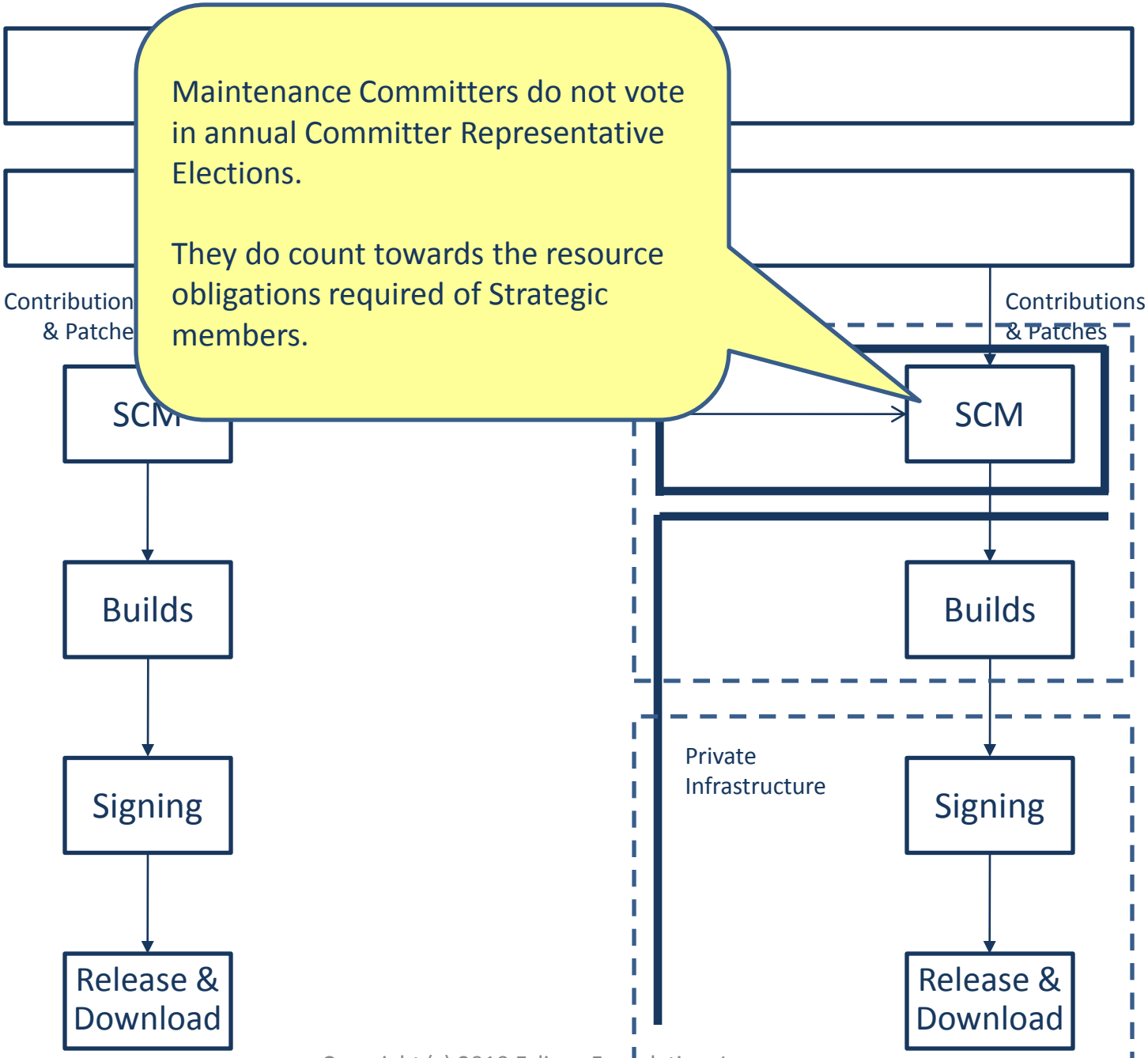

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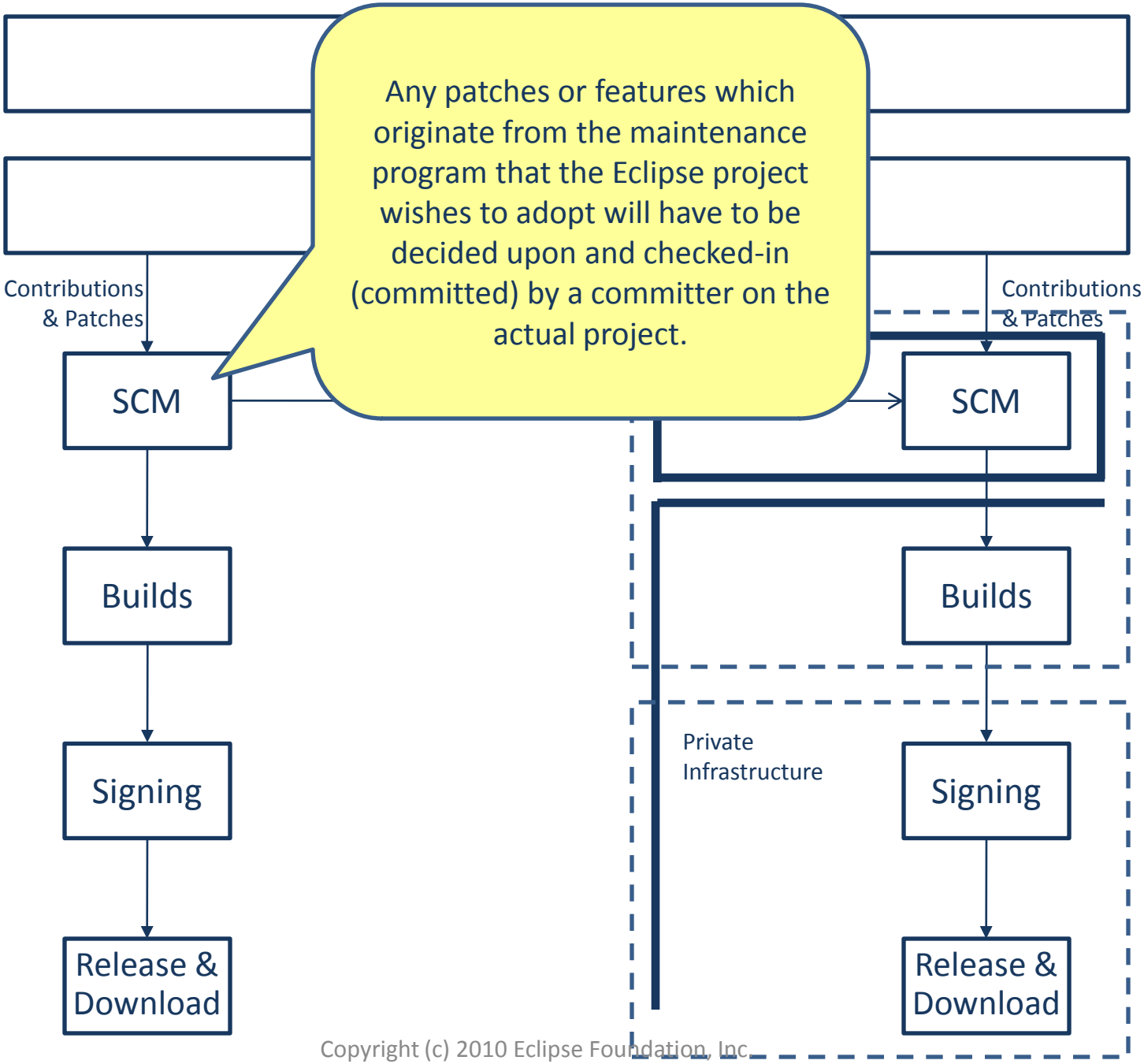

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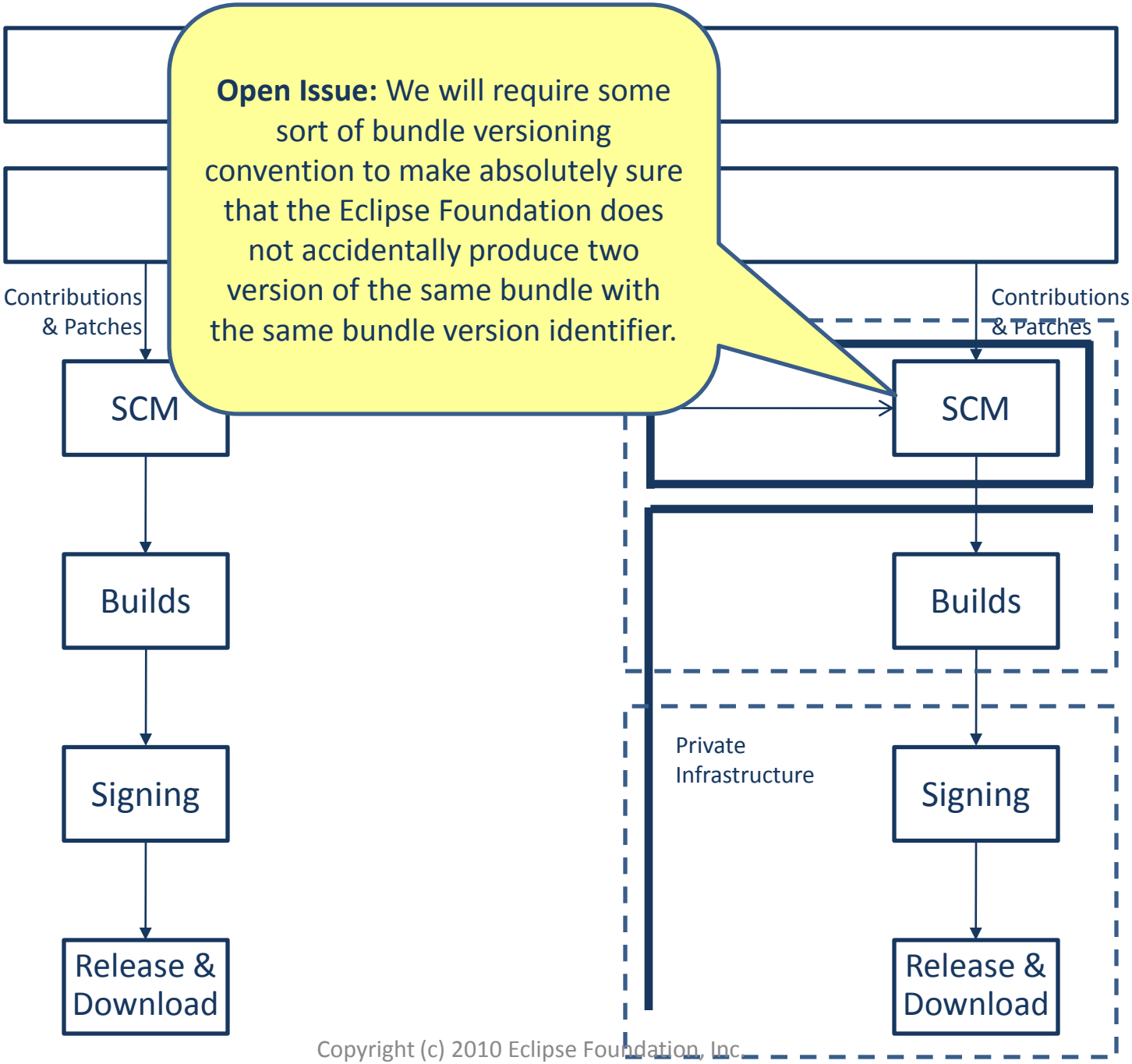

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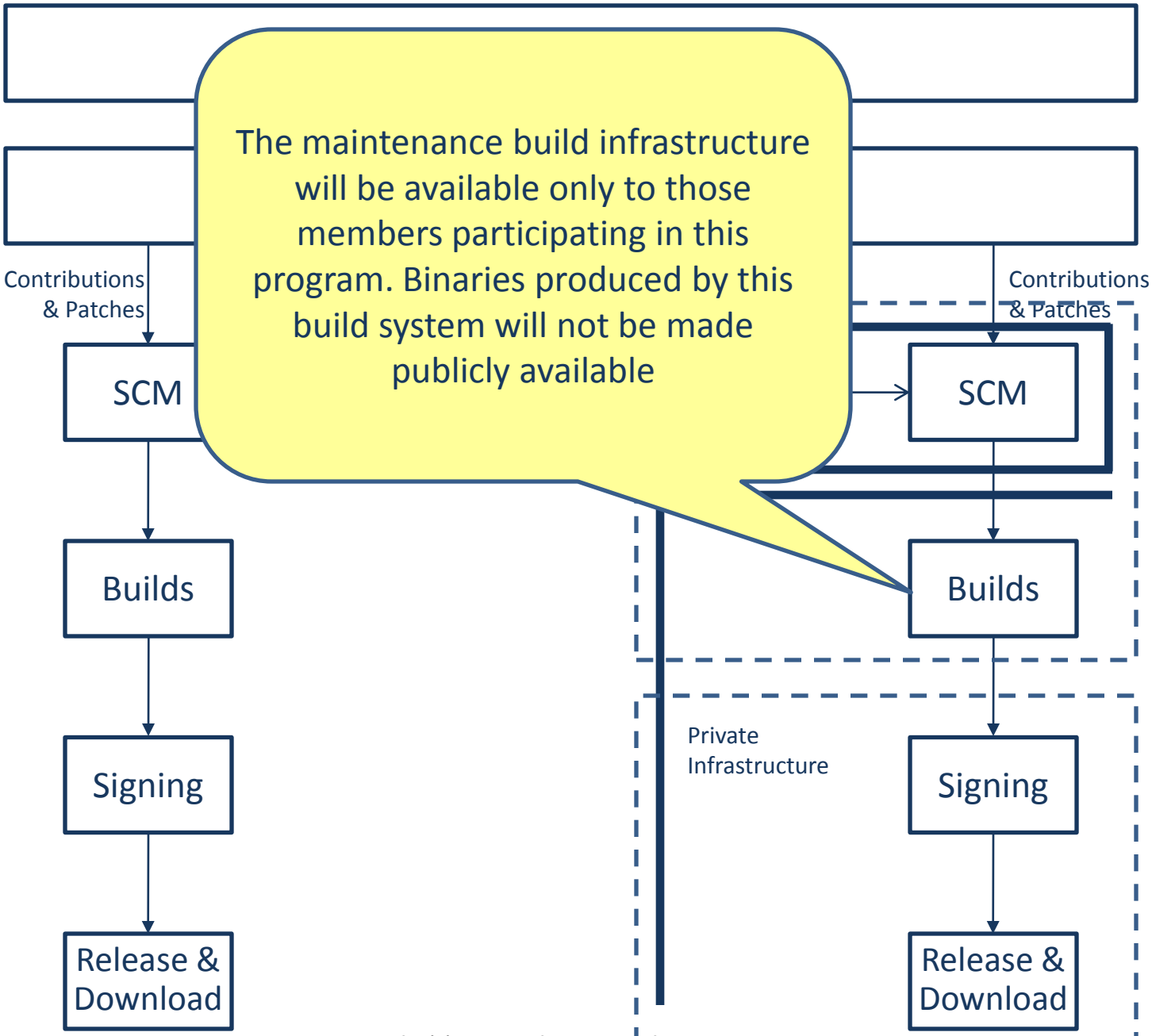

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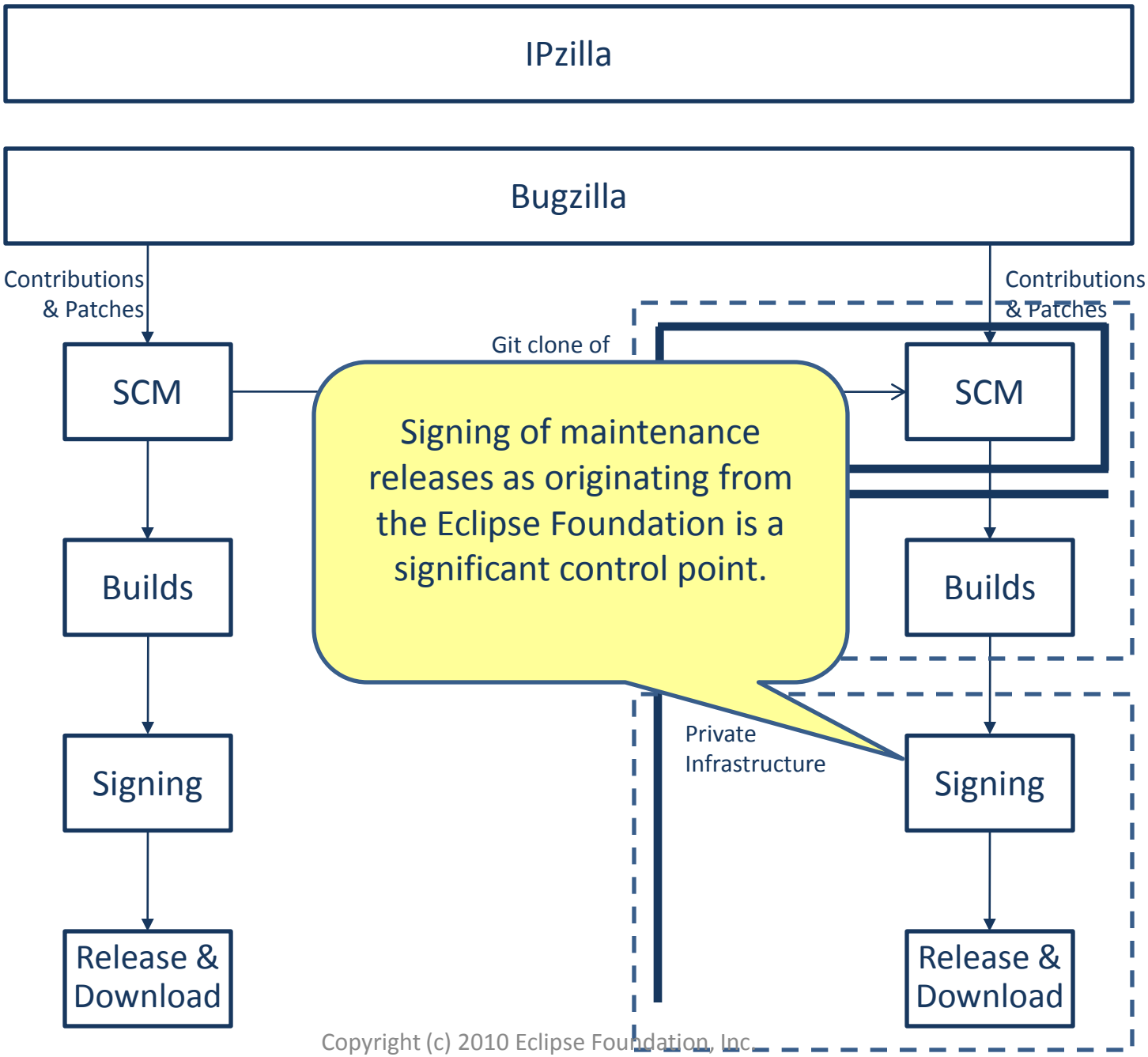

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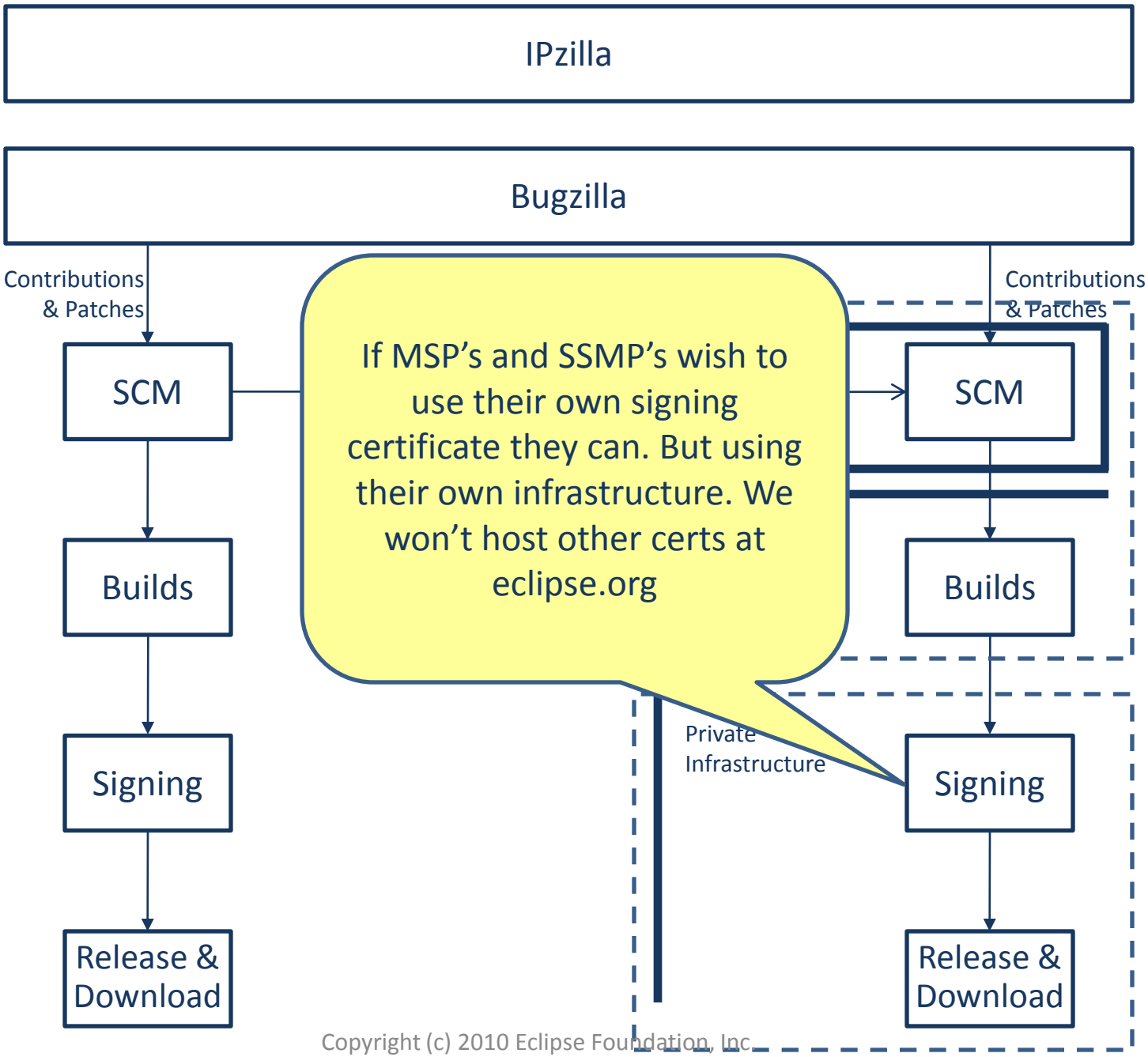

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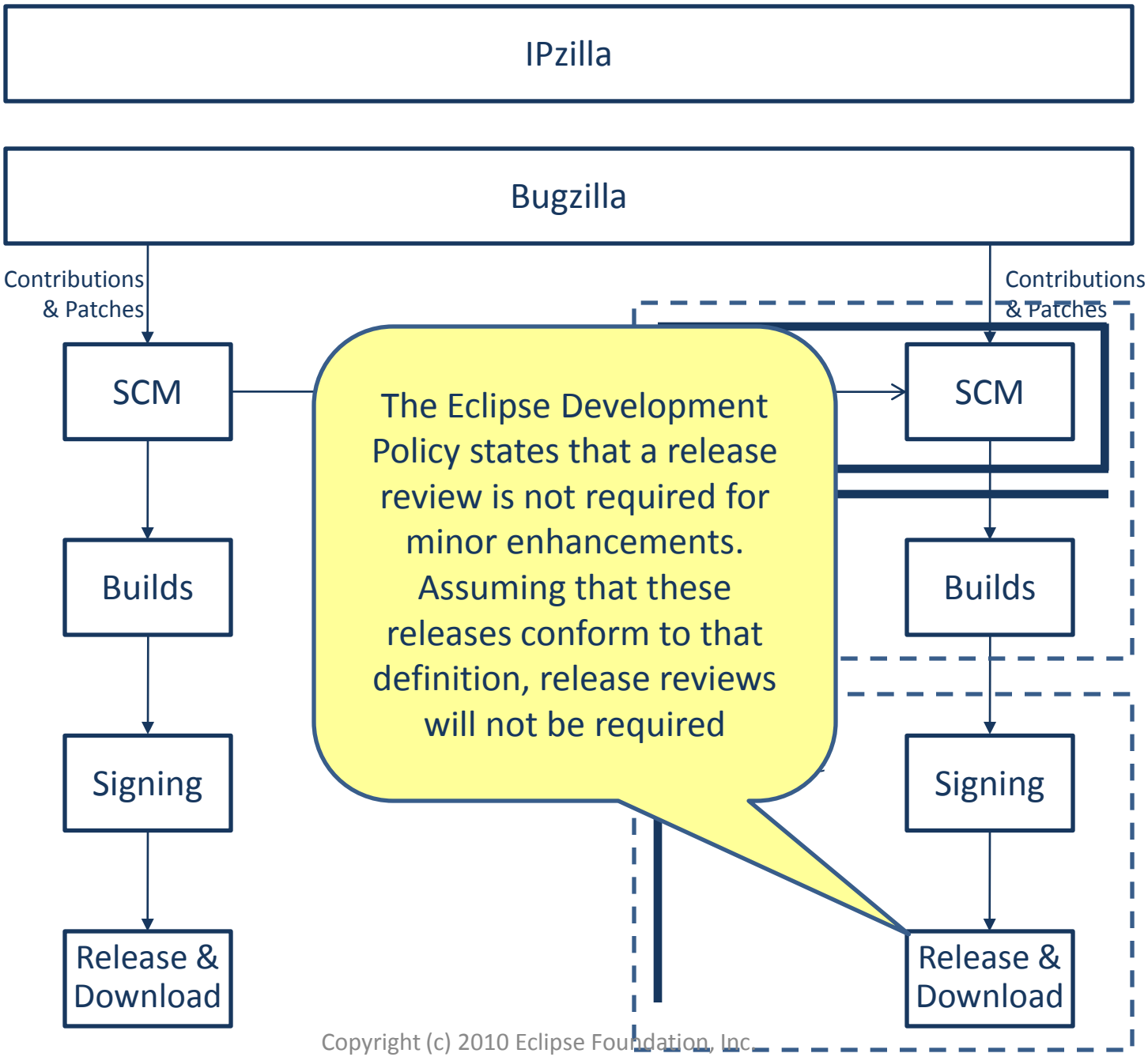

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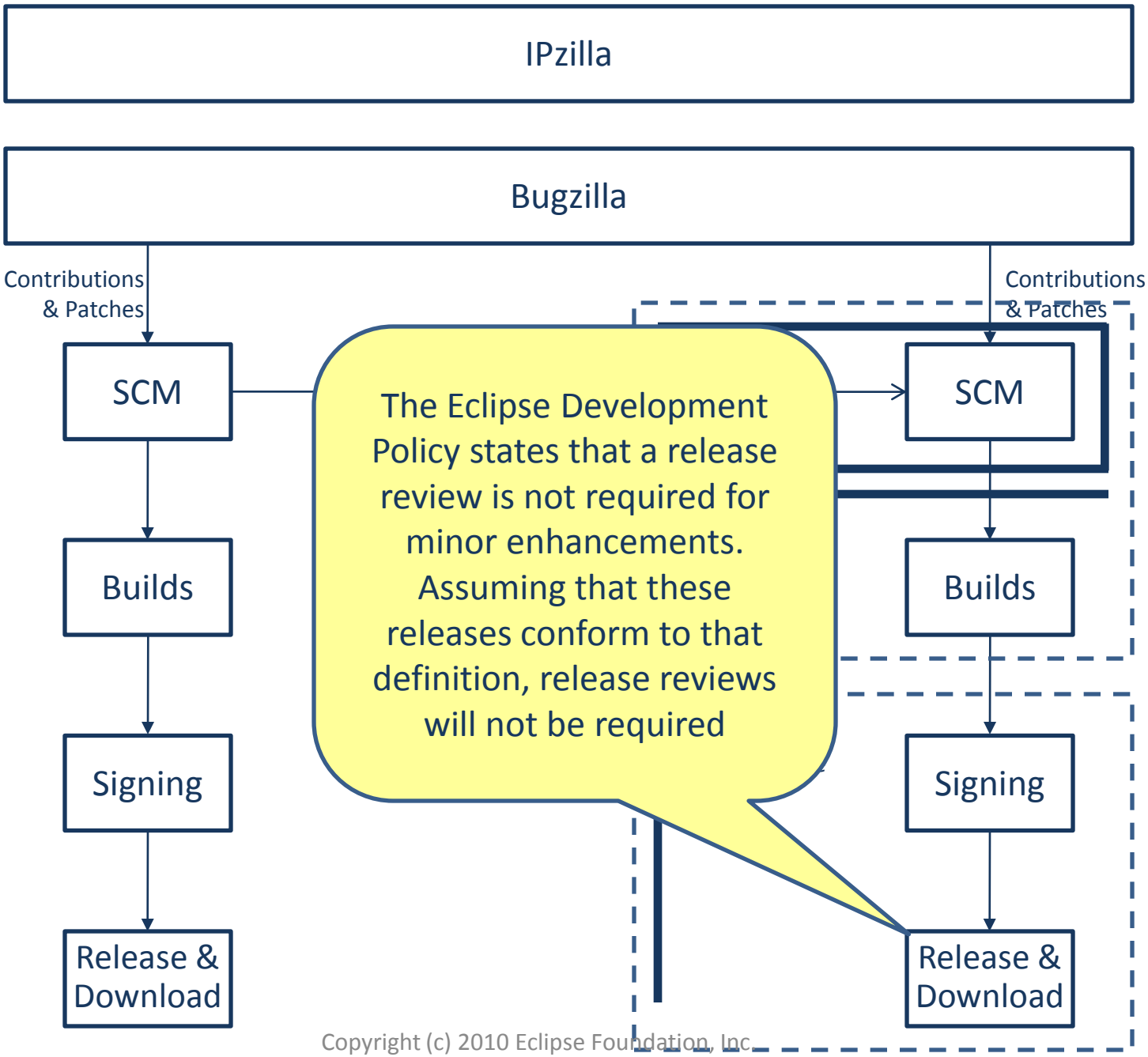

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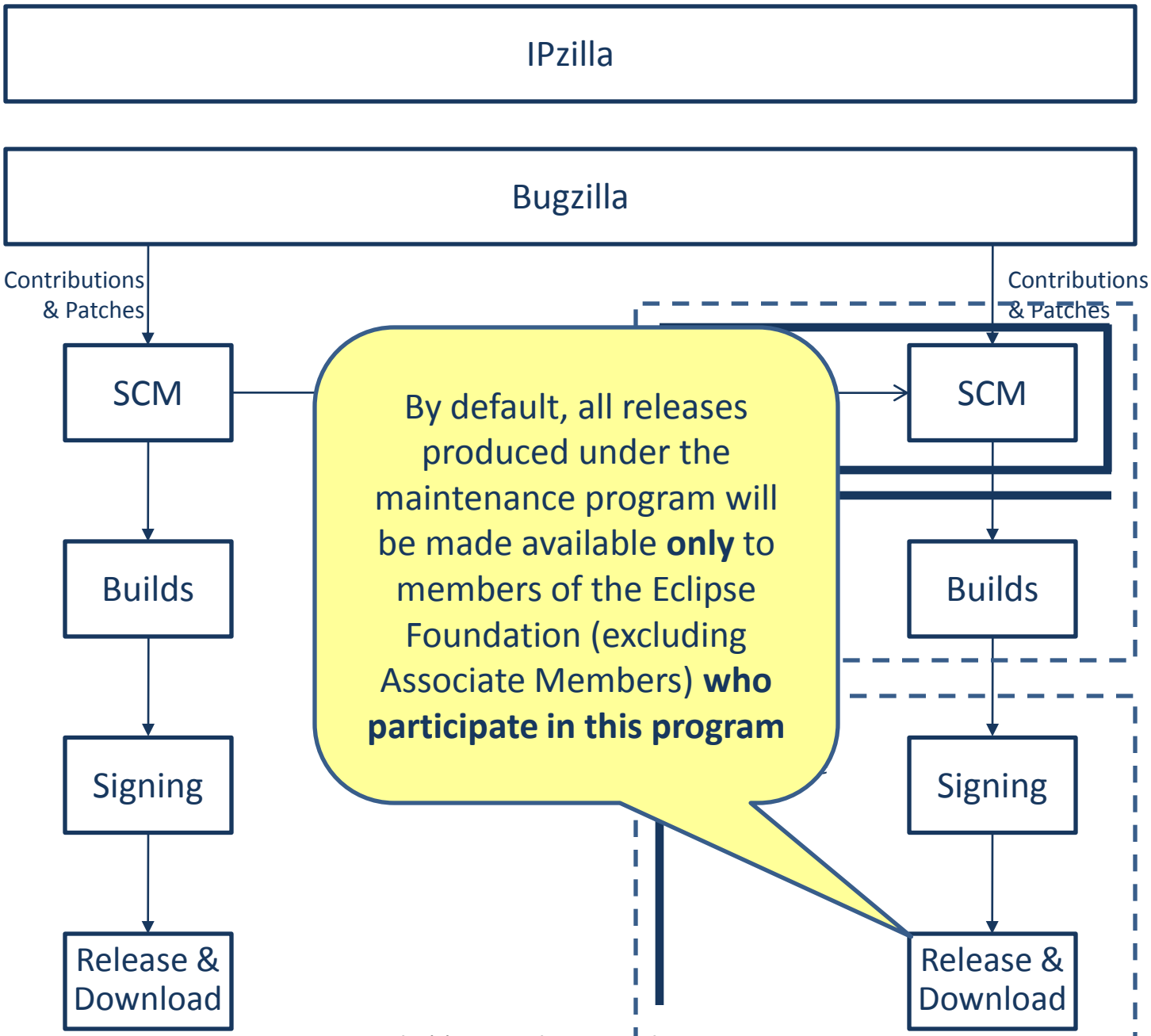

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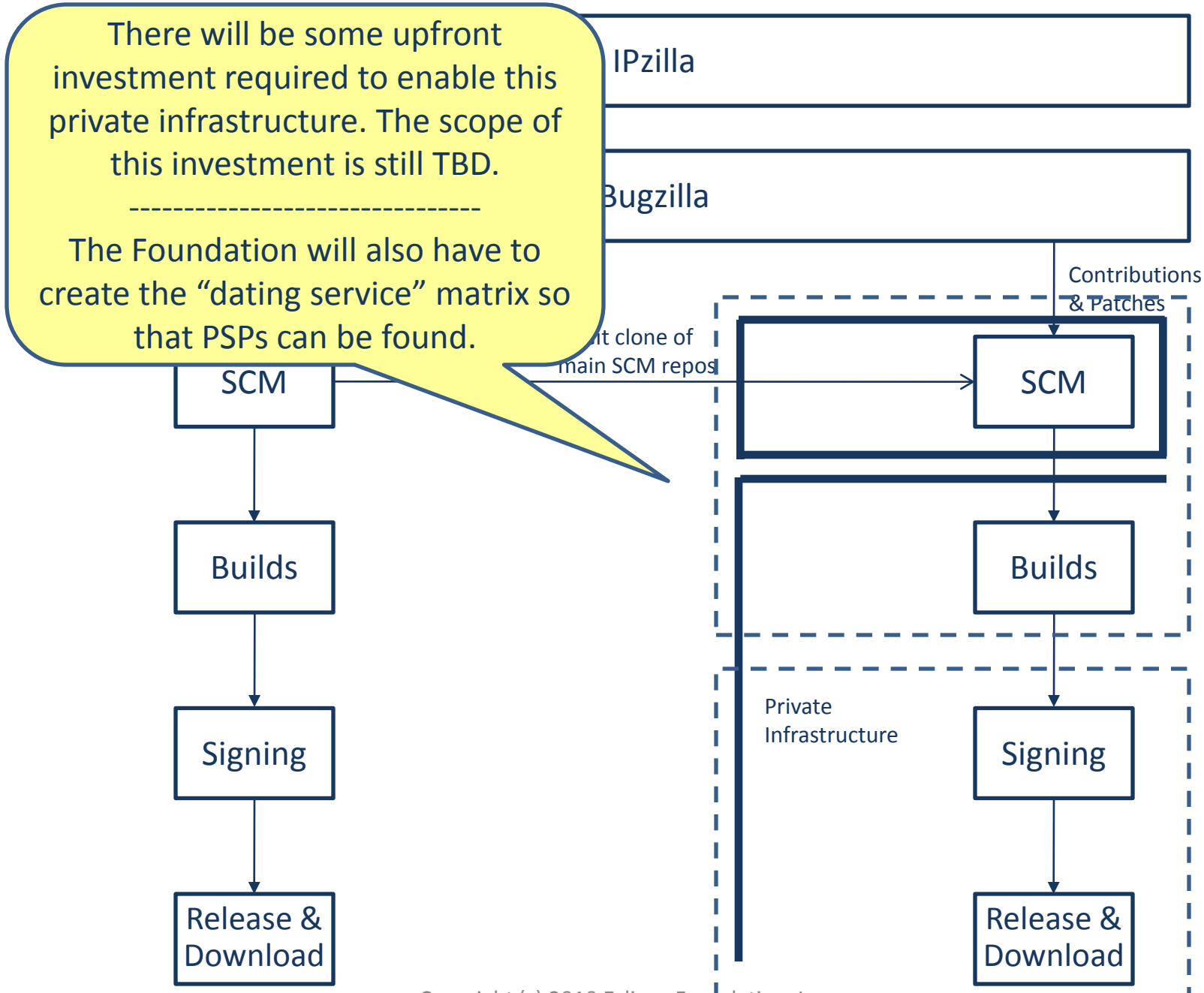

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