PART I
Overview of Open Source

1. The Source of Open Source

Executive Summary .......................................................... 3
What Is Open Source? .......................................................... 5
  Source Code Availability ................................................. 5
  Zero Price Software ....................................................... 6
  Open Source: A Different Licensing Model ......................... 8
Who Creates Open Source? .................................................. 11
  Why Do Developers Work on Open Source? ......................... 13
  What Are Open Source Developers Like? ............................ 13
  How Do Open Source Developers Support Themselves? .......... 14
  Implications of the BCG Survey ....................................... 15
Who Uses Open Source? ...................................................... 15
  Created by Volunteers, Not Employees ............................... 18
  Development Practices ................................................... 19
  A Philosophy of Community .............................................. 21
  Can Community Work? ................................................... 23
Where Do I Get Open Source Software? ................................. 24
  Individual Open Source Product Web Sites ......................... 25
  Open Source Portals ...................................................... 25
  Commercial Distributions ................................................ 26
  The Challenge of Anonymous Distribution ......................... 26
When and How Do I Use Open Source? ................................ 27
2. Open Source Business Models

Executive Summary

Early Open Source Business Models:
By Enthusiasts for Enthusiasts

The Next Model: Installation, Technical Support, and Consulting

The New Models: Open Source as a Competitive Advantage

Open Source Add-On Products
Extended Open Source Products
Hybrid Commercial/Open Source Products

Business Models: The Bottom Line

3. Open Source Risks

Executive Summary

Licensing Risk

What Went Before: Commercial Software Licenses
Open Source Licenses
Redistribution Responsibilities of Open Source Licenses
Asymmetrical License Risk
Addressing Open Source License Risk

Security and Quality Risk

What Problems Can Result from Security and Quality Risk?
How Likely Are These Risks?

Premature Commitment Risk
Reducing Open Source Proliferation

Unchanging Process Risk
PART II
Selecting, Assessing, and Evaluating Open Source Software

4. The Open Source Maturity Model

Executive Summary ......................................................... 61
The Challenge of the Whole Product ........................................ 62
  The Two Types of Technology Users ....................................... 63
  What Technology Users Want from Their Vendors ......................... 68
  The Mature Product Dilemma: Pragmatists and Open Source .......... 69
What Is Product Maturity? .................................................. 70
Why Is Maturity Important? ................................................. 73
How Does Maturity Impact Open Source? ................................. 73
The OSMM: An Overview ................................................... 75
  Phase 1: Assess Element Maturity ........................................ 76
  Phase 2: Assign Weighting Factors ...................................... 79
  Phase 3: Calculate the Product’s Overall Maturity Score .............. 81
The Purpose of the OSMM .................................................. 81
The OSMM Template ........................................................ 82
JBoss: A Real-World OSMM Assessment .................................. 83
How to Use the OSMM ..................................................... 84
Recommended OSMM Scores .............................................. 85

5. The Open Source Product

Executive Summary ........................................................ 89
Assessing Product Maturity: The Process ................................. 90
Defining Organizational Requirements ..................................... 90
  Put Together a Requirements Task Force ................................. 91
  Identify the Functional Requirements for the Product ................ 92
  Document the Functional Requirements ................................ 93
Locating Resources ........................................................ 94
Open Source Technical Support

Executive Summary

The Two Types of Technical Support

Doesn't Source Availability Mean Technical Support Doesn't Matter?

Defining Technical Support Requirements

Assigning a Product Maturity Score

Assessing JBoss: Product Maturity
7. **Open Source Documentation**

Executive Summary__________________________________________147
Defining Documentation Requirements_________________________148
Locating Resources_________________________________________148
    Developer-Created Documentation___________________________148
    Web Postings___________________________________________150
    Commercially Published Documentation_______________________151
Assessing Documentation Maturity____________________________152
    Assessing Reference Documentation________________________153
    Assessing Tutorial Documentation__________________________153
8. Open Source Training

Executive Summary
Defining Training Requirements
Locating Resources
- Option 1: Informal Web-Based How-To Examples Posted by Product Users
- Option 2: Developer-Created Online Tutorials
- Option 3: Commercially Published Tutorials
- Option 4: Classroom Training Developed and Delivered by the Open Source Development Team
- Option 5: Training Developed and Delivered by Commercial Entities
Summary of Training Types
Assessing Training Maturity
Assigning a Training Maturity Score
Assessing JBoss: Training

9. Open Source Integration with Other Products

Executive Summary
Integration: The Hidden Achilles Heel
- Challenges of Integration
- Challenges of Open Source Integration
New Standards in Integration
- How Integration Standards Help Open Source
Defining Integration Requirements
- Identify the Needed Integrations