Free and Open: Right-sourcing Solutions

Theresa Rowe
JASIG
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FOCUS: 6 Words

- Agility
- Collaboration
- Culture
- Sourcing
- Strategy
- Values

History and Experience

Software Crisis

- The major cause of the software crisis is that the machines have become several orders of magnitude more powerful!   (1972)

 Edsger Dijkstra,
The Humble Programmer (EWD340),
Communications of the ACM
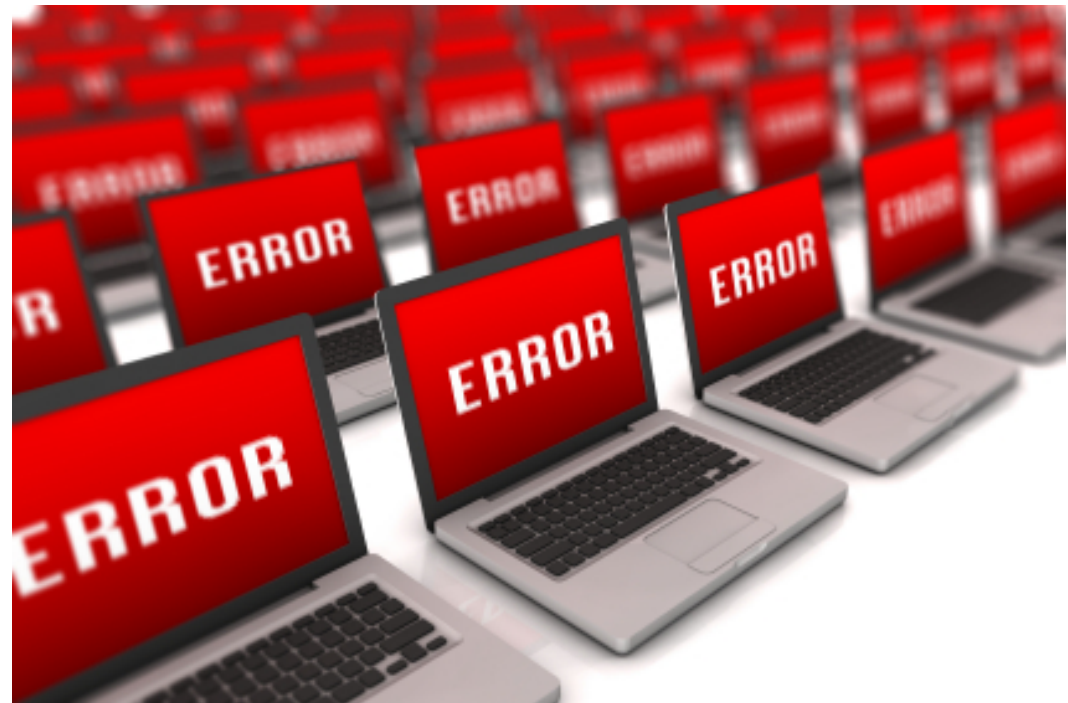
Limits

Consumer Shift

The Crisis – 1970s-80s

- Manifested as projects:
    - Running over-budget.
    - Exceeding project time estimates.
    - Difficult to manage.

Software Problems

- Low quality.
- Did not meet requirements.
- Inconsistent presentation.
- Scope creep.
- Never done.

Developers

- Heroes and Cowboys and Rogues.

Silver Bullet Era

- Formal methodologies
- Locked shells
- Tools and generators
- Project bloat
- Desktop packages

Packages are the Answer!

- Consistent, predictable quality.
- Best practices rather than customized to requirements.
- No hostages.
- Fixed scope.
- Project gets done.

Sourcing When We Knew Everyone…

Sourcing

- 25 years of established IT purchasing history

Our history and experience

What holds us here?

- Purchasing models.

- Cost models.

- Campus project tolerance.

- Accountability.

- Risk aversion and lack of trust.

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Lock Down

Going Shopping

Mainstream Motivations

- Financial constraints
- Consumerism

Can we open….

Our processes to current realities?

Adoption of a Right-Sourcing Strategy

Can we emphasize new values?

- Independent creativity and decisions
- Agility and responsiveness
- Development when it makes sense
- Tool-kits rather than closed solutions
- Communities
- Collaboration
- Commercial support

Mixes Sources

- Internal source
- Open source
- Community source
- Freemium
- Vendor-supported source
- Vendor source

= *RIGHT SOURCING!*

Purchasing Statement of Purpose

- Provide efficient service to departments in the procurement of goods and services that are of best value from responsible vendors.

- Responsible for handling all aspects of the procurement process, including **identifying and developing sources;** assisting departments in developing specifications; soliciting bids, quotations and proposals; negotiating contracts; and interacting with vendors.

What Does Purchasing Want?

- Getting the best for the University.
  - Best possible product or service
  - Best possible price
  - Best help for departments and constituents

- Making sure we meet the intention of the procurement policy.

Accountability

- Public Trust

What do Vendors Want?

- Sale!
- With the lowest possible pipeline cost.
- Publicly held – meet sales targets.
- Combined product and services contracts.

Open Source Community

What does the CIO Want?

- Solid projects that yield results in alignment with university strategies.

- Predictable resource requirements.

- Project continuity.

The Game

- Team Sales: Minimize company costs in RFI / RFP Procurement response while winning.

- Team IT: Invent arbitrary measures of quality.

- Team Source: Equal playing field.

- Team Purchasing: Maintain a fair process, meeting responsibility.

How is the Game Played?

- Under the radar, column fodder and matrix dancing.

Reminder….

- Our moment of zen:
  - The goal is NOT the bid, the goal is the SOLUTION.

Using the Right-Sourcing Strategy

Refocus on the Values

- Independent creativity and decisions.

- Agile and responsive solutions.

- Develop or buy - when it makes sense.

- Tool-kits rather than closed solutions.

- Community and collaboration.

Adopting a Strategy

- Focus on what we want to DO not on what we want to BUY.

- Separate products from services.

- Match adoption cycle to culture.

- Evaluate community.

The DO Focus

- Own the creative response and results.
- Own activity and decision-making.

Separate Products & Services

Match Adoption Cycle to Culture

- Expectations, timelines, language, attitudes, behavior.

Evaluate Community

Partnerships

- Partner with Purchasing to be inclusive of open-source, community source and vendor-supported source.

Right-Source

Mixed Bag

- Linux – RedHat, Ubuntu
- Network tools: Snort, Wireshark, Flowtools, Bluefish, Nmap
- uPortal & CAS with vendor assistance
- Moodle - contributing
- Truecrypt
- Google Apps for Education
- SunGard Banner
- Coeus
- Job Scheduler

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Conclusion

- Create a partnership with purchasing.

- Identify all the possible sources.

- Learn your culture and values.

- Promote solutions.

- Emphasize creativity and agility.

- Separate products from services.

- Choose your battles carefully.

FOCUS: 6 Words

- **Values – more than one**
- **Culture – how it happens**
- **Collaboration – teamwork**
- **Sourcing – not shopping**
- **Agility - responsiveness**
- **Strategy!**

Thank You for your Questions

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