

Open Source Job Scheduler



Brief Overview: Options for Licence & Support

<http://jobscheduler.sourceforge.net>

You're spoiled for Choice

Want to know which licence might fit your requirements?

These slides will show you the options available for licence and support.

Licencing Models

The dual Licencing Model

Open Source Licence (GPL)

- Full functionality and features.
- Sources are available via sourceforge.net.
- Upgrades are available via sourceforge.net.
- Questions will be answered in the SourceForge forum, there is no guaranteed response time.

- All support subscriptions are available.
- Coaching, training, implementation services.
- No warranty.
- No indemnity agreement.

Guaranteed Commercial Licence

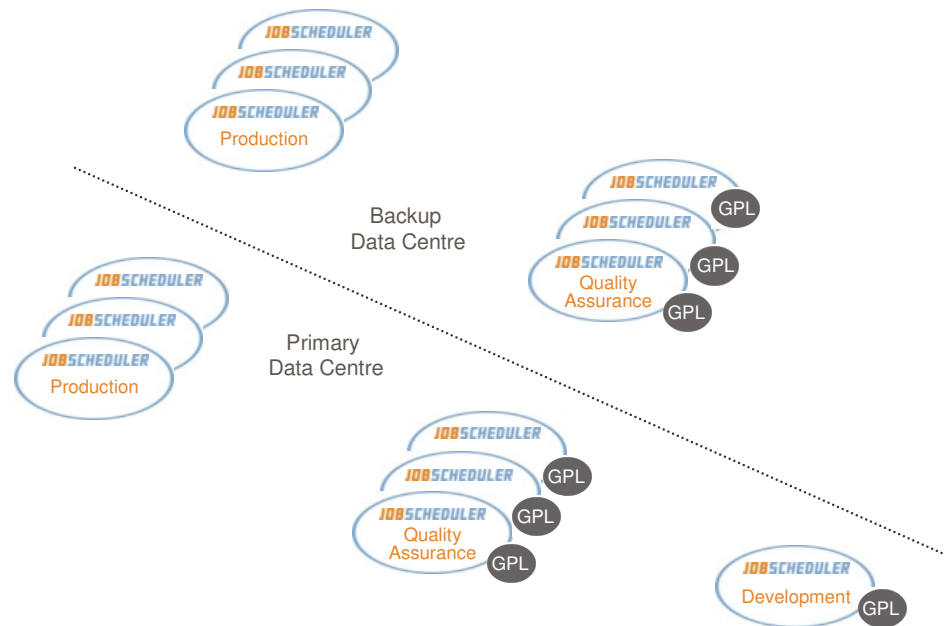
- Full functionality and features.
- Sources are available via sourceforge.net.
- Automated update service.
- Protected customer service area within our Online Support Service. To each support incident one responsible contact person is assigned. Response times are according to service levels. Feature requests obtain higher priority on the roadmap.
- Support subscriptions at reduced cost.
- Coaching, training implementation services.
- Limited warranty for two years.
- Indemnity agreement.

Conclusion

If your company is subject to compliance policies or relies on professional services then you should choose the guaranteed commercial licence.

Licencing: Sample Scenario 1

Licencing per Environment



This sample shows a scenario for licencing per environment. The premise is that you would buy guaranteed commercial licences for the servers in the production environment, while the servers for the quality assurance and development would be operated with GPL licences.

Scenario:

Companies that make use of distinct environments for development, testing and production, may benefit from a mixed licencing model.

Pros:

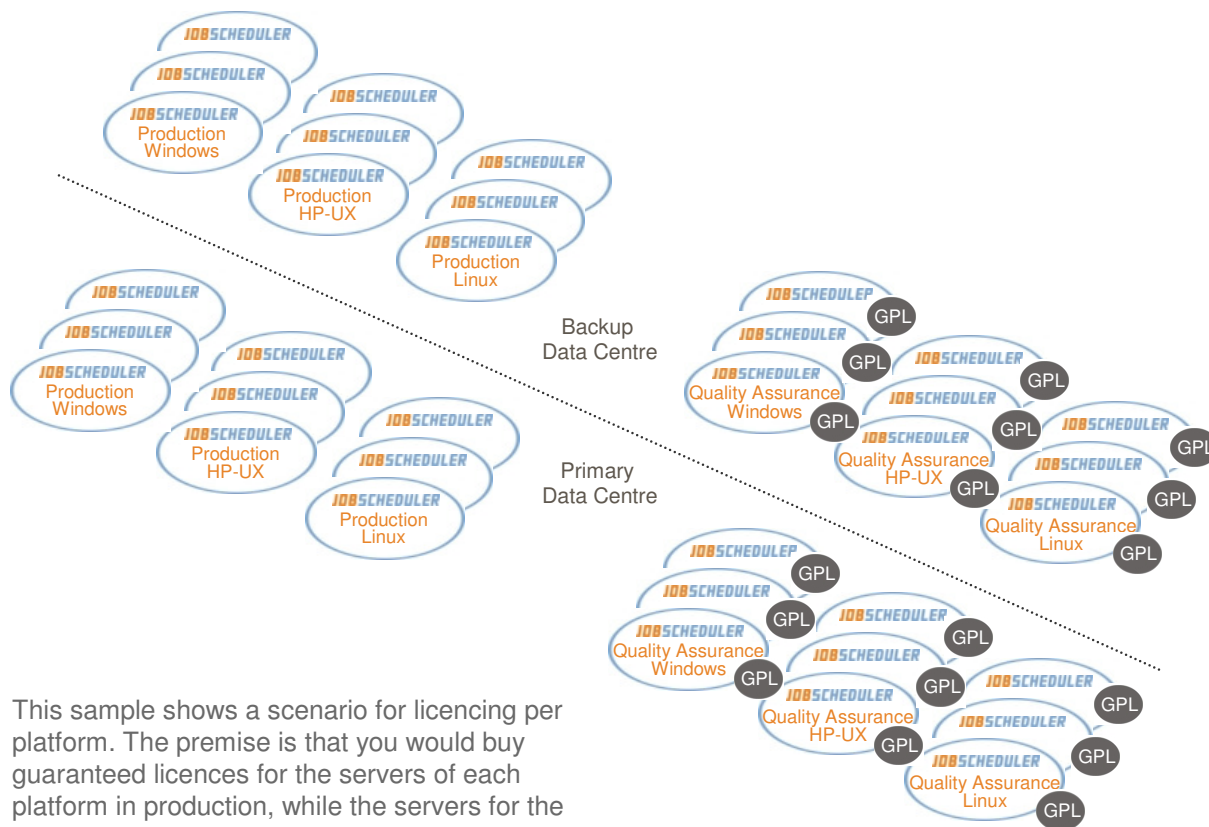
- reduced budget for licences
- mixed usage of commercial and GPL licences

Cons:

- problems in the GPL licenced environments have to be solved by yourself
- you would have to reproduce problems into a licenced environment before support becomes available

Licencing: Sample Scenario 2

Licencing per Platform



This sample shows a scenario for licencing per platform. The premise is that you would buy guaranteed licences for the servers of each platform in production, while the servers for the different platforms in the quality assurance and development environment are operated with GPL licences.

Scenario:

Companies using mixed platforms with multiple installations may benefit from licencing per platform. This scenario will work if your platforms are virtually identical.

Pros:

- reduced budget for licences
- mixed usage of commercial and GPL licences

Cons:

- problems in the GPL licenced environments have to be solved by yourself
- you would have to reproduce problems into a licenced environment before support becomes available

Options for Support Subscriptions

Applicable to GPL Licence and Guaranteed Licence

Online Support Service

The Online Support Service organises messages for support incidents and transfers solutions of our team. The messages and answers are exchanged per e-mail and can be viewed at any time via the graphical user interface of the Online Support Service.

Subscriptions for Maintenance and Support

Users of the Job Scheduler can choose support subscriptions according to their individual requirements that include specific response times. Available are the levels: basic, special and individual. If you have purchased a guaranteed commercial licence you will benefit from reduced costs for support subscriptions.

Enterprise Level Support

SOS GmbH offers individual enterprise level support contracts and service level agreements (SLA). Individual arrangements regulate the scope of the support to be performed. According to the customer's needs support services are specified, e.g. priorities and resolution times for support incidents are defined.

Support Options

Support Services Overview

Services Overview	Basic	Special	Individual
Maintenance Service	Quarterly	Quarterly	on demand
Online Support Service	X	X	X
Response Times to Support Requests	48 h	24 h	by agreement
Online Conferencing with <i>webex</i>	X	X	X
Telephone Assistance during Standard Support Hours	X	X	X
Onsite Visits (VPN, SSH)			X
Automated Monitoring of Jobs			X

Scenario:

Three levels of support are available:

- basic
- special
- individual

Regardless if you have chosen a GPL licence or a guaranteed commercial licence, all support services are available to you.

If you have purchased a commercial licence the costs for support subscriptions are available at reduced rates.

Support Options

Service Level Agreement (SLA)

Carefree package with an SLA:

Service Level Agreements cover all installations at your site. Independent of architecture, platforms or the number of environments. The SLA is the individual agreement covering aspects such as:

- Samples for services to be performed:
 - Root-cause analysis: Analysis of the root causes of problems should an application not behave as specified. Problems are reviewed to determine their root causes, measures are taken and reports are prepared.
 - Monitoring: Should an application signal failure, then alerts will be sent to a central Network Management Console. SOS GmbH monitors notification from this console and takes immediate action for critical errors.
 - Escalation: SOS GmbH adheres to the respective escalation levels stated in the operations manual of an application. The respective persons in charge are contacted and measures are taken.
 - Intervention: Typical intervention levels include e.g. restarting batch jobs, adjusting the Job Scheduler configuration, restarting the server system in case of unsuccessful escalation

- Samples for the scope of the agreement:
 - Consider specific priorities of support incidents
 - Respect response times and resolution times
 - Report metrics

Basic Costs:

Costs for Service Level Agreements start with a fixed monthly rate.

In addition each customer has an annual contingent of available project days that are used on demand at a fixed daily rate.

Open Source Job Scheduler



JOBSCHEDULER

Let the rabbit do the job

<http://jobscheduler.sourceforge.net>