

# Open SFS Support Working Group

Pamela Hamilton,  
Support Working Group Lead

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# OpenSFS Organization

## Members:

- Promoters
- Adopters
- Supporters

Nonmembers:  
Participants  
Contributors  
Consultants

## Board of Directors:

1 per Promoter membership  
1 elected by Adopters &  
Supporters

## Officers:

- President
- Secretary
- Treasurer

Technical Working  
Group

Support Working  
Group

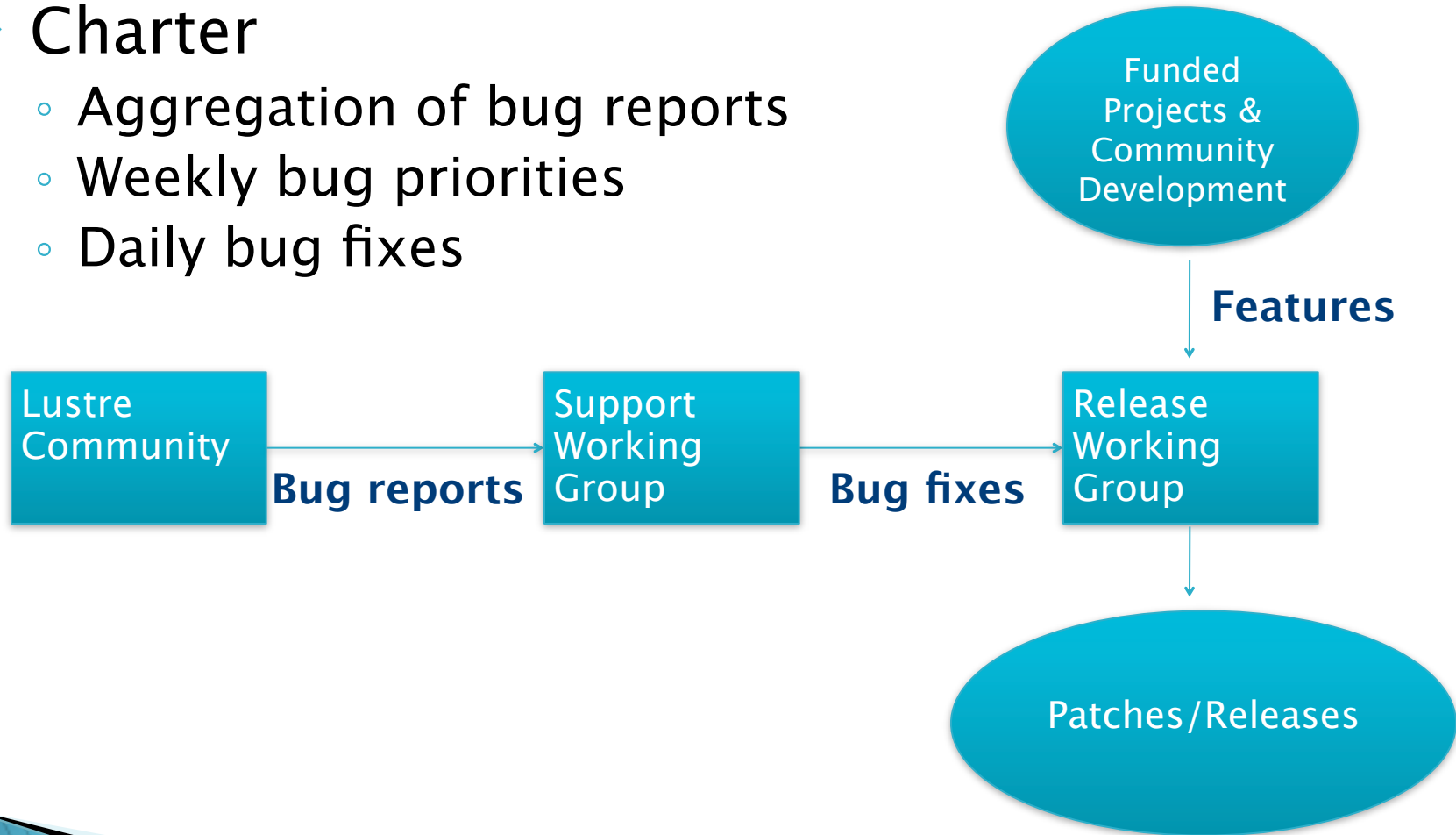
Release Planning  
Working Group

Other Working Groups  
(as necessary)

# Support Working Group

## ▶ Charter

- Aggregation of bug reports
- Weekly bug priorities
- Daily bug fixes



# Proposed Support Models

- ▶ SWG establishes a “blanket” contract with a Lustre support vendor or vendors
  - Members access support through a portal providing a consistent interface regardless of the vendors
  - Ability to offer cafeteria-style coverage depending on a member’s needs
    - For example, support could be based on the number of OSSs (high end) or Lustre as a “black box” (low end)
- ▶ SWG provides members with a support RFP/SOW package which is executed by each member site
  - SOW would include requirement to submit bug fixes to OpenSFS

# For more information, e-mail “[info@opensfs.org](mailto:info@opensfs.org)”



## SWG Members

- DDN – David Vasil and Ariel Martinez
- LLNL – Pam Hamilton (Lead) and Chris Morrone
- ORNL – Jason Hill
- Cray – TBD