From Open Source to Inner Source

How Open Source ONAP Has Changed Amdocs

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amdocs

AT&T's ECOMP co-created by AT&T and Amdocs

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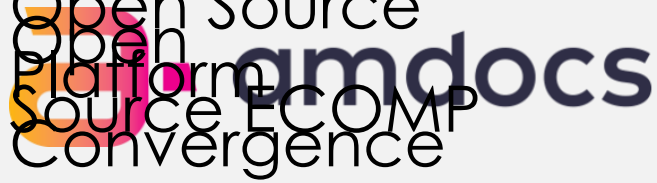
Open Source
Open Platform
Convergence



Source ECOMP

ONAP to become the de-facto industry standard open source platform for NFV/SDN automation

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We had to redesign our culture

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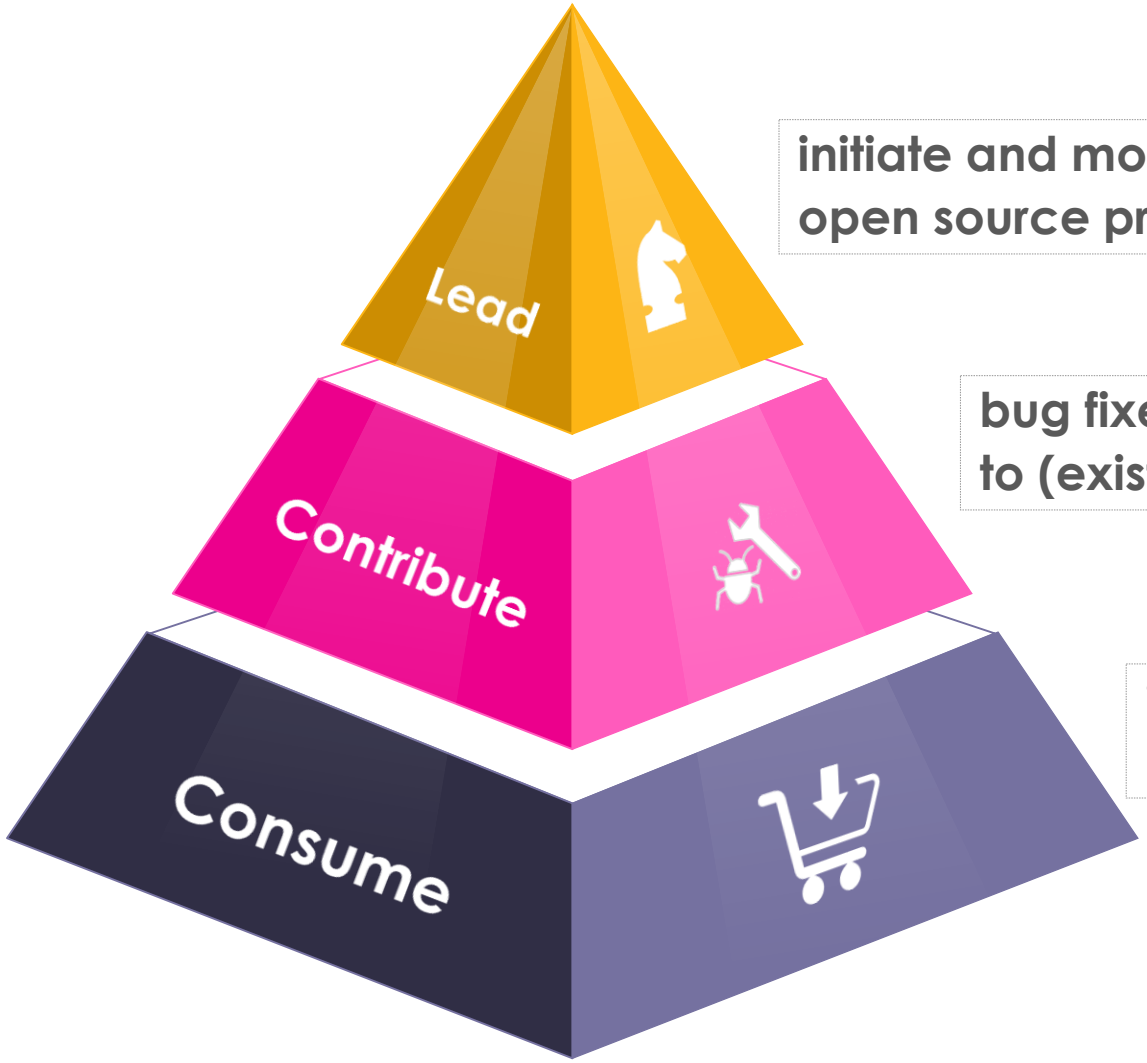
Open source – modes of engagement



initiate and moderate NEW open source projects

bug fixes, patches and code enhancements to (existing) open source projects

include open source code in products or services

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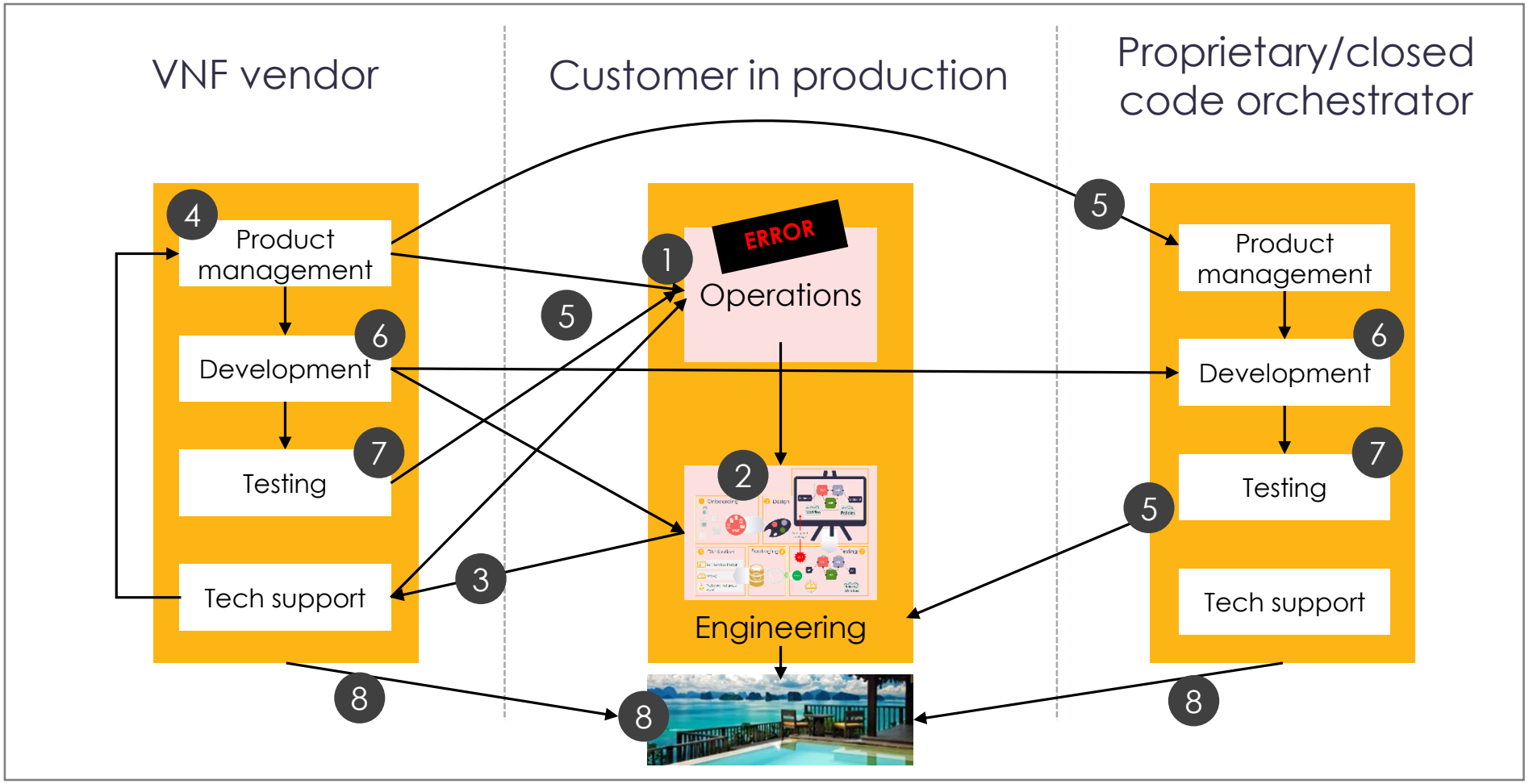
Troubleshooting an NFV issue – with closed source



1. Automation script doesn't run
2. Operations notifies engineering
3. Engineering notifies VNF vendor tech support
4. Tech support discusses with product manager
5. VNF product manager discusses with orchestrator product manager
6. Development starts on both sides
7. Testing
8. F2F meeting to triangulate the issue

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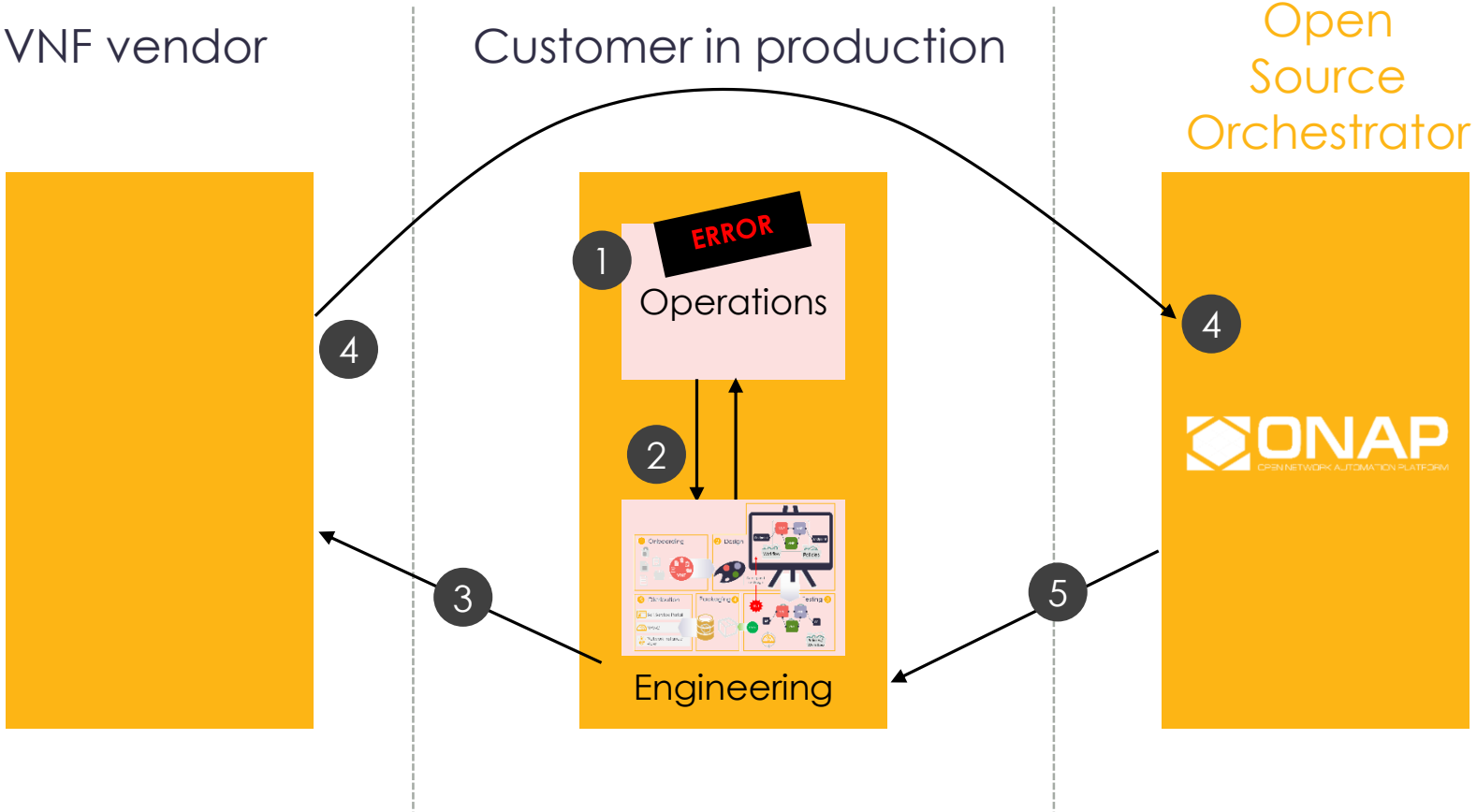
Troubleshooting an NFV issue – with open source



1. Automation script doesn't run
2. Due to automation script problem, Operations notifies engineering
3. Engineering notifies VNF Vendor tech support
4. VNF vendor contributes code in order to fix the problem

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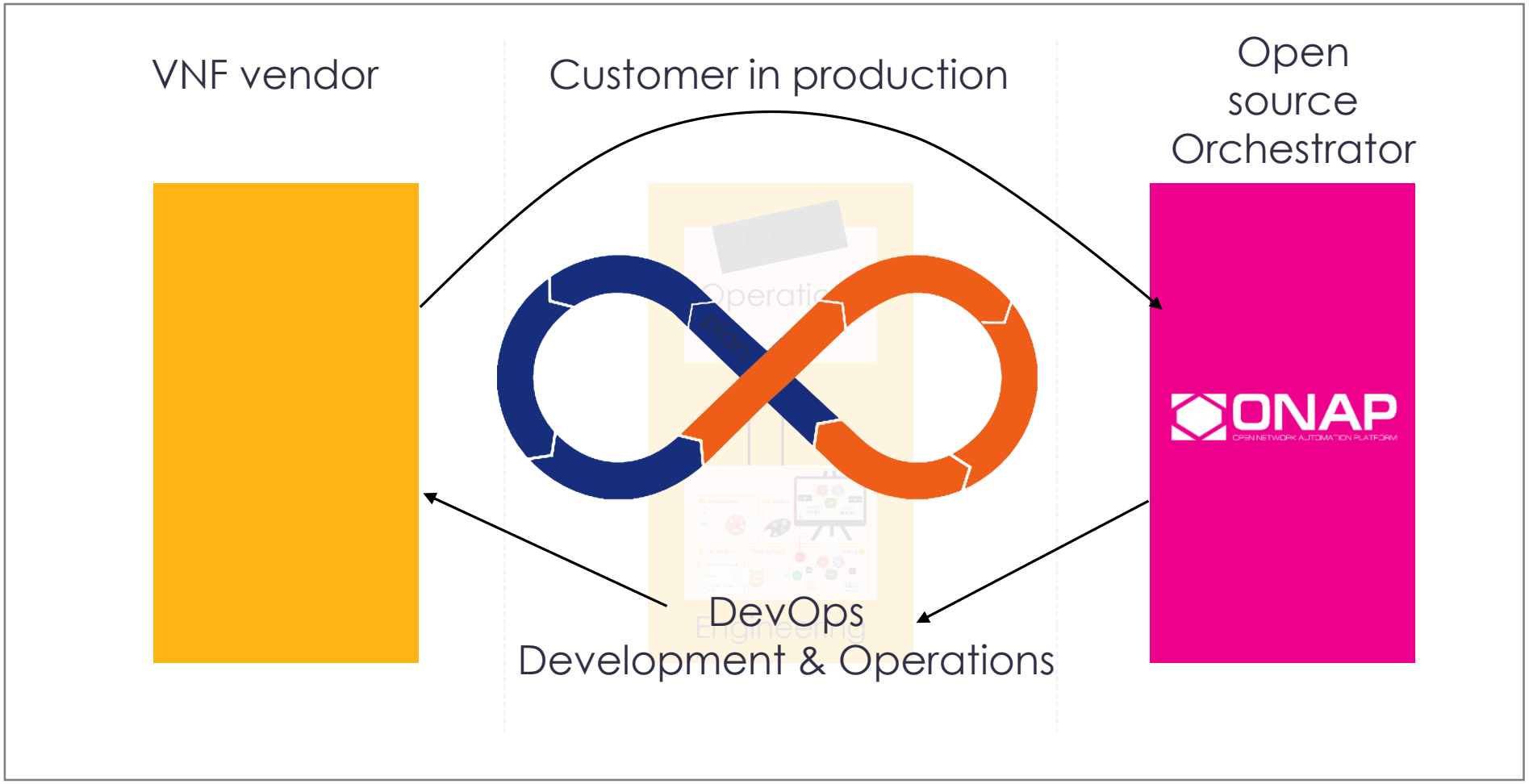
Troubleshooting an NFV issue – with open source



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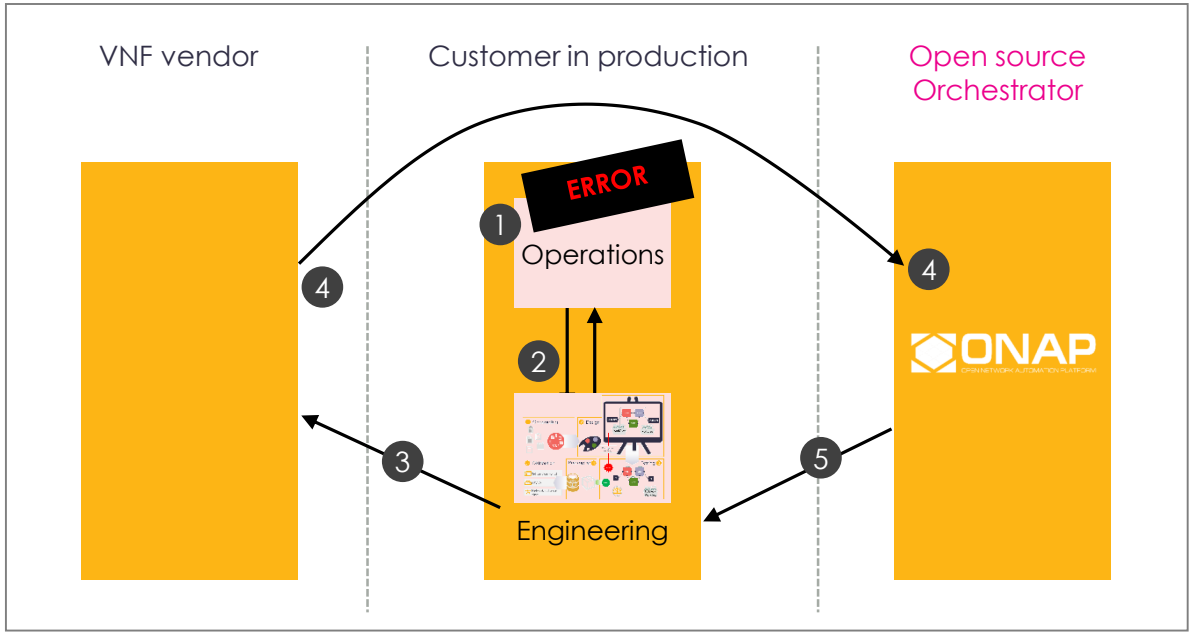
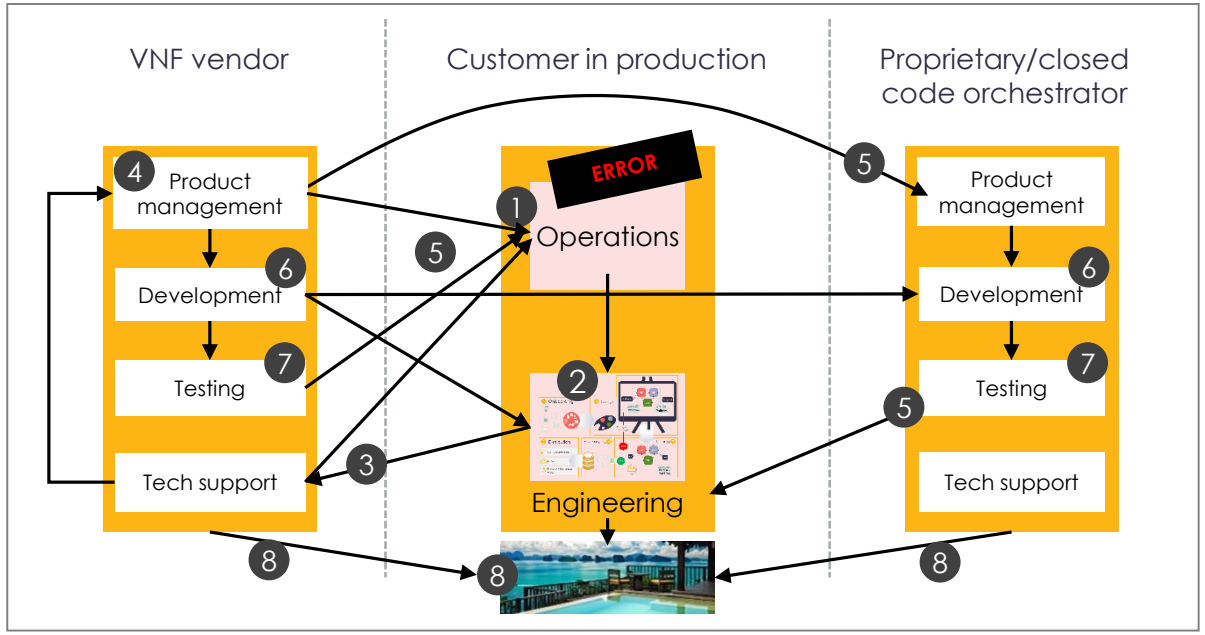
Troubleshooting an NFV issue

Massively deployed open source



Proprietary/ closed source



Open source accelerates the speed of innovation

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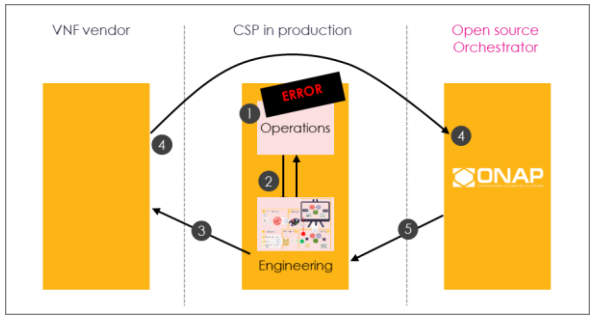
Troubleshooting NFV issue

Massively deployed open source



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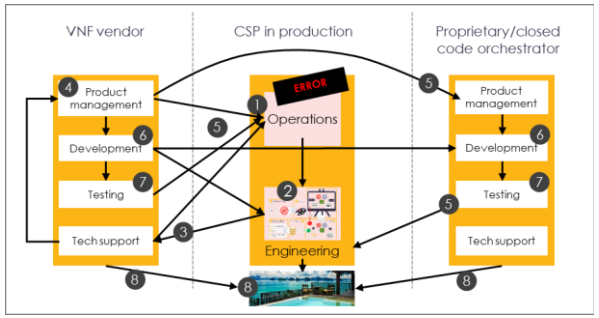

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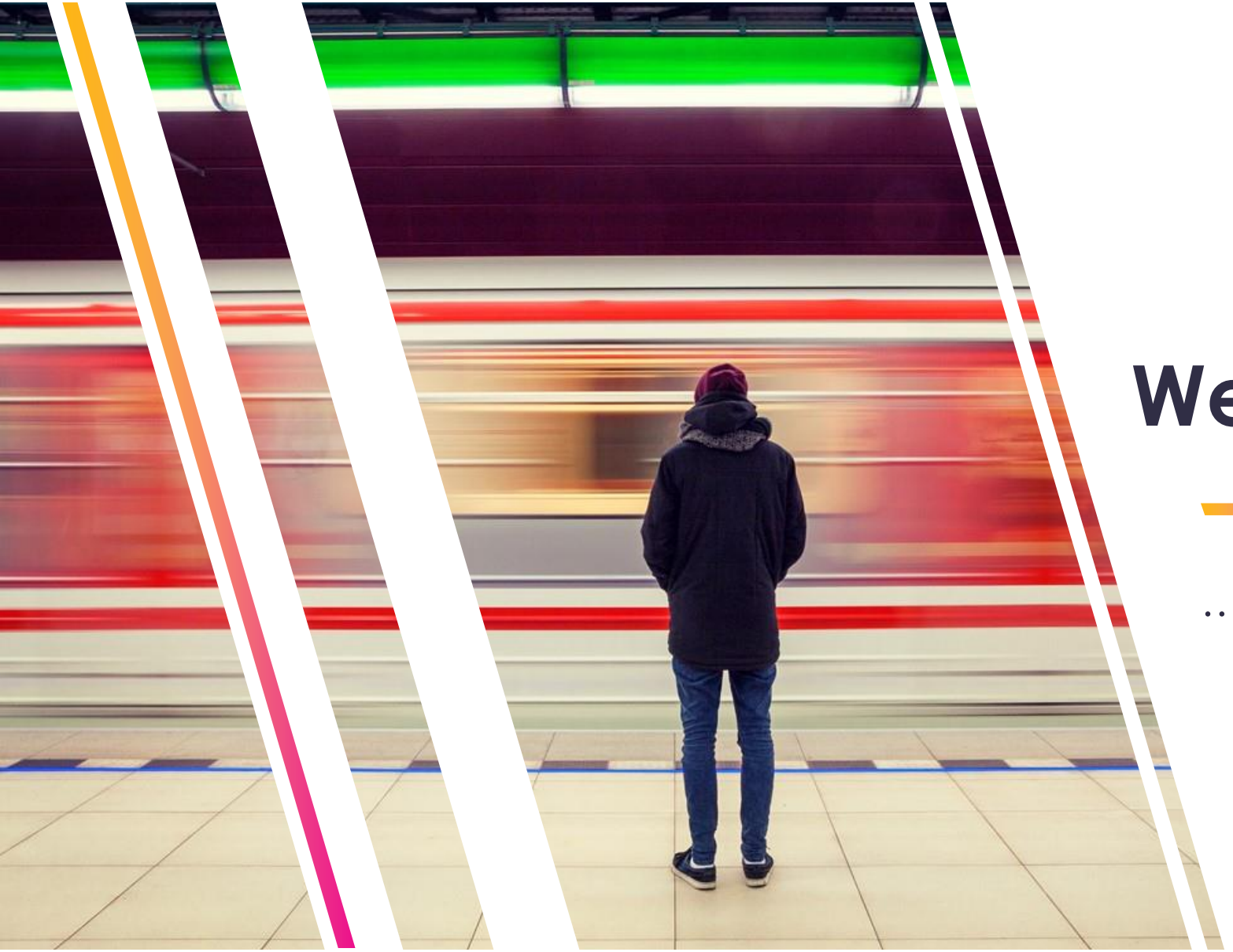

We then realized…

…that we need to change course of internal development as well

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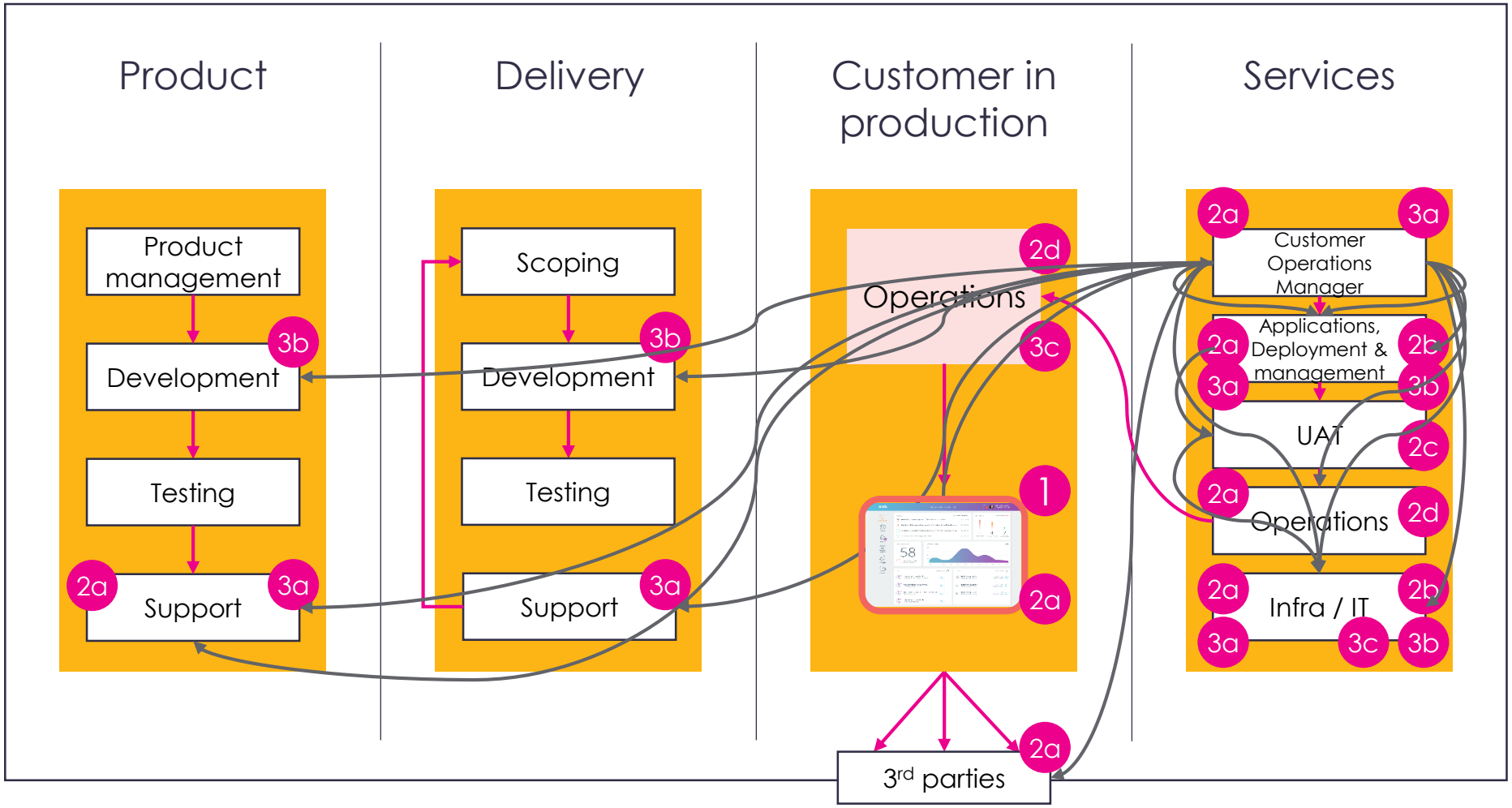
Extremely complex process of incident handling



1. Service desk team identifies an issue

2. Service restoration
2a. Triage with operation, IT, infra, ADM, vendors, customer
2b. Work around solution by ADM or infra
2c. Testing the work around
2d. Deployment

3. Permanent fix
3a. Triage w. Services, Delivery and Product
3b. Fix development
3c. Production

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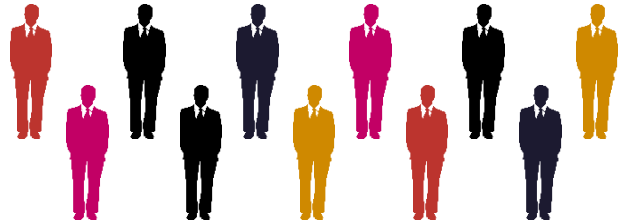
TTM without inner source

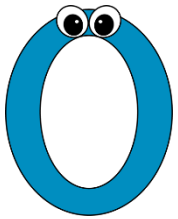
Simple fix requested by a customer

Development effort

Many Emails



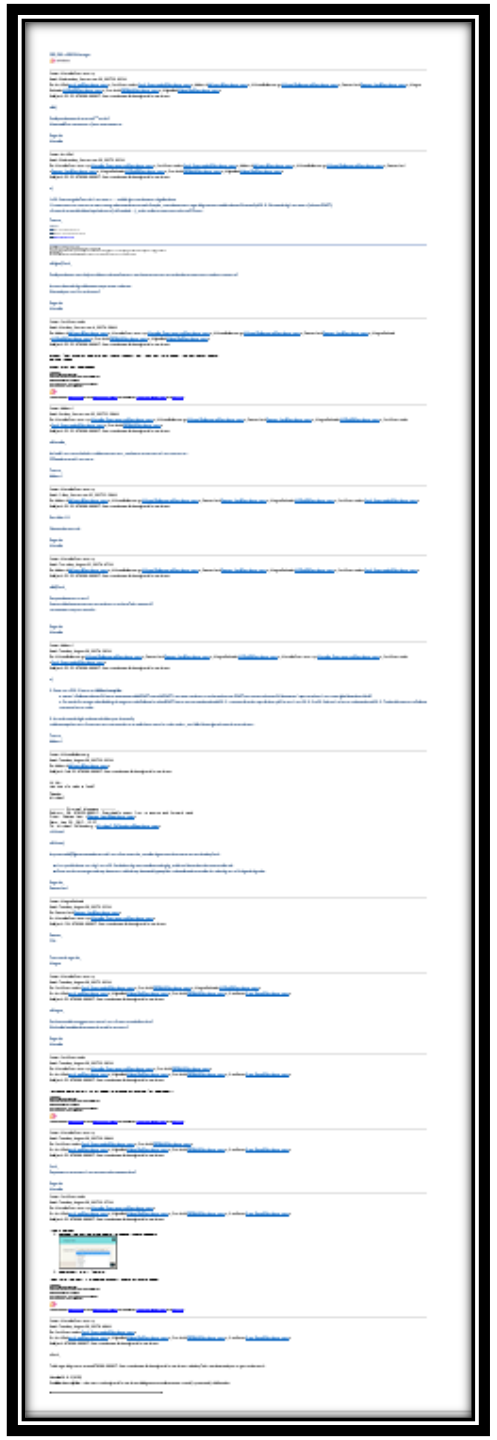
Handful of Employees actively involved



# of Software Engineers in the discussion

~26.3 Days

from first reference to production



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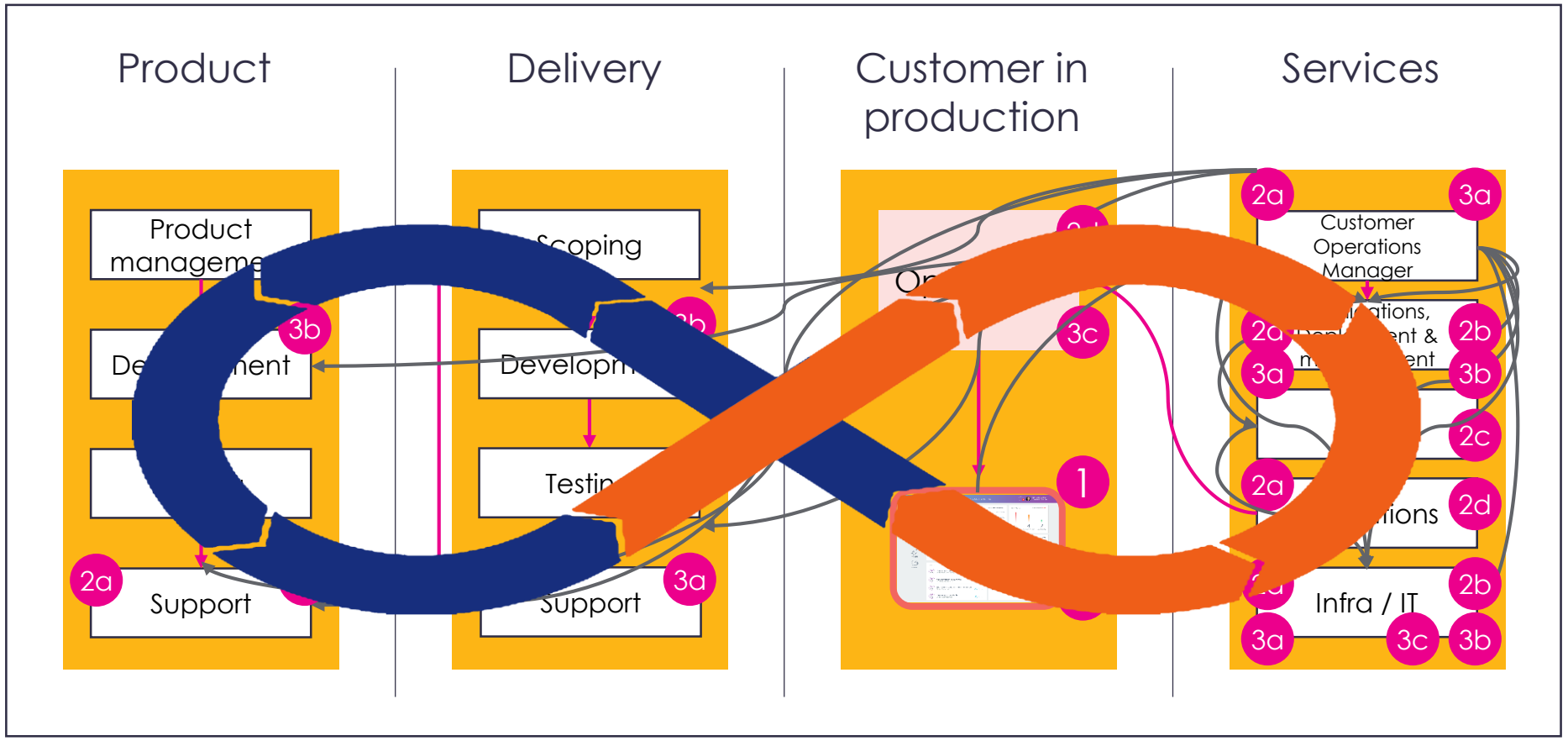
From spaghetti to efficiency



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So… why inner sourcing?

Because of the

Improve Productivity

Innovation

Agility

Modernize Org. Culture

Improve Security

Code Quality

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How to inner source?

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Open source foundation roles

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We redesigned our culture

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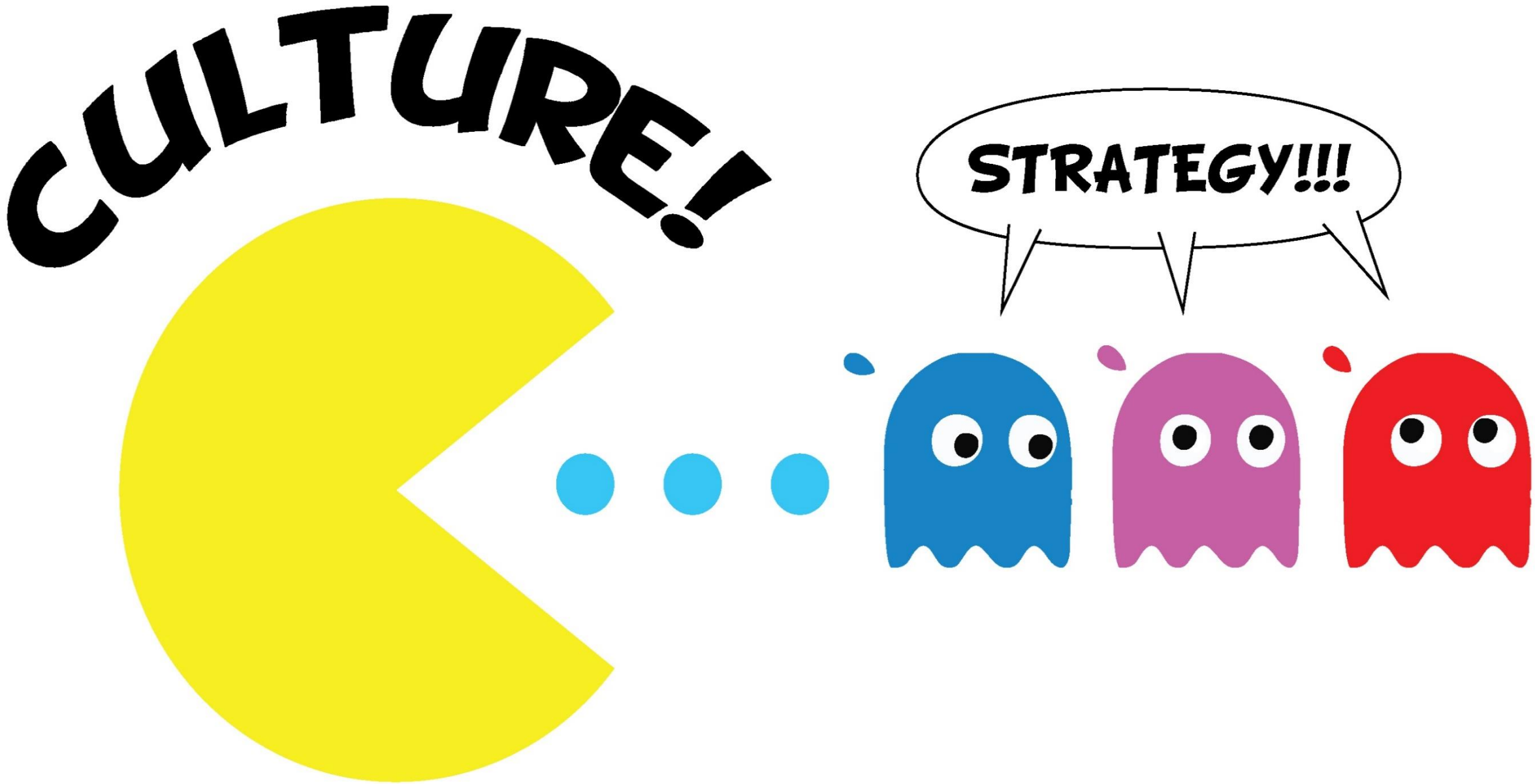
CULTURE!
STRATEGY!!!

Thank you