

Update on the Enterprise Help Desk Project: Coho

March 2, 2006

Before we begin; we discovered some confusion around the use of the name from the original "Coho" help desk application. For clarity, we are now referring to the first generation open source Coho application as Coho I and to the next generation Community Source project application as "Coho II".

Follow-up from January Meeting

One of the needs expressed to the OSU team in our January Salem meeting was the ability to use the current first generation Coho Help Desk application currently in production at OSU. For a number of institutions, the need to have an application today is compelling. Since the meeting, several agencies suggested that if the application could be made easier to install and some level of support could be provided, they would prefer to run Coho I while contributing to the Community Source project to develop Coho II.

Help Desk Project member Northwest Academic Computing Consortium (NWACC) has stepped forward and proposed that a portion of their earmarked financial contribution be used to **make Coho I easier to install. They have also suggested** other minor enhancements such as a **bridge strategy for those in need of an application today.** OSU's team would develop the installer; NWACC members would also contribute. Another essential commitment to making this a small but sound short-term investment would be to develop a migration strategy for users from Coho I to Coho II, a commitment the OSU team has made. NWACC and OSU are working to complete an MOU at this writing to define scope of work, deliverables and timelines to make this happen. Thanks to Greg Smith and NWACC for bringing this idea forward.

Project Participation: Please Review

A Best Practice in putting together the project teams (governance, functional, and technical committee membership in particular) is ensuring the project has the right people at the right table. This is critical to both progress and outcome for the members and the viability of the project as a whole. In support of successful selection, a document has been developed to assist project members in decision-making. Description of roles and expectations in terms of experience and perspective are included. **This is an essential first step in putting together our project structure.** In particular, we need to know what individuals would serve on the technical and functional committees. If you have any questions about sending the right person for the task, please feel free to call or email Jason McKerr. Project contacts info follows.

Project Management

A **high-level description of the Coho II Project Manager** is included at the end of this document. Acquiring strong, professional project management is our first resource-related action item.

We have two proposed paths for Project Management; identify someone within a member organization as a project contribution or find dollars to hire the resource. Please take a look at the description and **send me your ideas and comments**.

Interim Project Management

We are grateful to John Teeter of Idaho who volunteered his time to initiate project management for Coho II. He has assisted in identifying, recommending and deploying the open source project management tool “dotproject” and the application we will use for a shared project space. He also developed our first project plan outline. Thanks John for the structure and jump start. Jason McKerr has completed the first cut of our project plan which we will make available shortly.

Project Communications

We’ve acquired the domain helpdeskproject.org, where the **project web site** will live, and have hired a student resource to provide web development and support for the site, which will utilize the open source CMS application “Plone.” We’ll let you know as soon as the site is available. Expect to see project documents, contacts and other essential information included. Additional contribution path: If you have someone in your organization who is **skilled at writing and marketing** and would like to contribute to the project in this way, ask them to contact Deb Bryant.

On March 1, OSU team members Scott Kveton and Deb Bryant were invited to present key initiatives underway as a member of the Open Technology Cluster to a subcommittee of **Oregon, Inc.** Oregon Inc.’s plan and process is to recommend to the governor strategic investments for consideration. The **Help Desk Project was highlighted** in the meeting as part our public sector activities. We may be invited back in June to make a formal presentation along with a number of other clusters.

Other Member Activities

In late January, we met with the **Intel team** to brief their newly-tapped project manager, **Russel Martinelli**. Russ is managing a number of Open Source related initiatives at Intel. The Coho II Project is one of them, so look for Russ to join as the initial point person from Intel. Intel’s initial commitment to the project will include documenting the Community Source Development Processes.

I have also been in touch with the **California Air Resources Board in California**. Their CIO, Bill Welty has been asked by the State CIO to take a fuller look at the

use and adoption of Open Source in that state environment. Bill is very interested in our help desk project and may identify agencies who wish to join.

Next Steps for the membership:

Identify your Project Team members
Feedback on Project Management Resources
Ask around for interest in Marketing contributions

Next Steps for the OSU Team:

Circulation of Project Draft in March
Initiate hard-wiring project schedule
Launch Project Web site

The OSU Coho Project Team Contact:

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Project Operations: Jason McKerr 541.737.9923 jason.mckerr@oregonstate.edu
Coho I Project Executive: Tammy Barr 541.737.5404 tammy.barr@oregonstate.edu
Executive Sponsor: Curt Pederson 541.737.3401 curt.pederson@oregonstate.edu

Project Resources:

The temporary site for project documents is <http://www.goscon.com> It is tucked away on a far right-hand tab so scroll if you don't see it at first.

**Help Desk Community Source Development
Project Manager**

Job Requirements

- Experience in public agency and private industry interface
- Demonstrated proficiency in project management capabilities
- Experience in building and leading matrix, cross-discipline, cross-organizational teams
- Strong communication (written and oral), facilitation, and negotiation skills
- Self-motivated and able to work in an environment with a high degree of ambiguity and change
- Must possess knowledge of development methodologies and tools

Preferred Background

- Strong experience in large-scale software development and project management
- Experience in open source development or project management methodologies.

