

EXECUTIVE SUMMARY:

Coho:
Help Desk & Call Center Core Services
Open Source Development
Open Source Community



WHAT:

The **Coho Project** will develop **Help Desk & Call Center** core facilities. The project will provide structure, management, and organization focused on the development of **open source software**. The resulting application will meet the core needs of participating agencies and municipalities.

Functionality to be provided will be driven by the requirements of project stake-holders. Contributions from both public and private participants will determine capabilities to be provided in the first release of the application.

HOW:

Public and private contributions: monetary, in-kind, and human resources will be leveraged to establish an **open development community** under which governance and management of the project will be accomplished.

Formation of the Coho Open Development Community will occur during January/February 2006. Active development is targeted to begin in March 2006.

WHO:

A partial list of current Stake-holders committed or evaluating level of participation as active members in the project include:

Oregon State University	Open Source Development Lab (OSDL)
• OSU Open Source Lab	Northwest Academic Computing Consortium (NWACC)
• OSU Technology Support Services	City of Newport News, Virginia
Oregon Dept of Revenue	Lane County
Oregon State Data Center	Marion County
Oregon Dept. of Corrections	IBM
Oregon Dept. of Transportation	Intel
Object Management Group	

Why:

Industry wishes to leverage open development to support open development communities as accelerators for innovation within the general IT marketplace.

Public entities wish to engage the open initiatives to 1) benefit from reduced cost, increased involvement, and “useful application” and 2) as a proof of concept to demonstrating the viability of the **Community Source** development model for cross-agency, enterprise application development for government-specific requirements.

Both groups wish to participate in the project to exhibit proof of concept showing that multiple agencies and industry participants can successfully leverage their appropriate resources to effectively provide industry strength IT applications by applying collaborative, open source development methodologies.