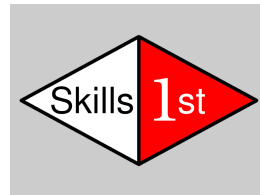# Shaping the future of Zenoss

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Skills 1st

# Agenda

- How to "support" Zenoss Core

  - consultancy

  - training

  - defect

- Anything else needed in definition of "support"?

- How "customers" find "providers"?

- What next?

# Consultancy

- Design
  - users, access, number of devices, device types, event management, performance info required, reports required, ZenPacks needed, pre-reqs required on customer (eg. SNMP configs, VPN), ...

- Install

- Configure

  - repository of scripts to help configure? eg. Add devices from text file

- Healthcheck existing Zenoss

- Creating ZenPacks

- Skills transfer

- Zenoss offer all this to Enterprise customers

# Training

- 2-day Zenoss Administrators class in Maryland
- What about the rest of the world?
- What about remote learning?
- What about more detailed classes?
    - Zenoss Event Management Workshop
        - Sept 29 – Oct 1st, Maidenhead, UK
        - http://www.skills-1st.co.uk/products/courses/zenoss-events.html
    - Writing ZenPacks Workshop ???
    - Discovery with Zenoss Workshop ???
    - Others ???

# "Defect" support

- Problem determination

  - Access to customer / customer's Zenoss ??

- Resolution by process change

- Resolution by education

- Resolution by code fix

  - How to escalate problems?

- Collaboration between several providers?

  - Better timezone support, better skills support, ...

  - Zenoss support?

- Where does the buck stop?

- Charging model?

  - per hour?  per fix?  subscription?

# How "customers" find "providers"?

- Zenoss Jobs forum???
- How does a customer evaluate a provider?
  - Forum appends?
  - Wiki contributions?
  - Certification?
- Communications mechanisms?
  - fora, wiki, IRC, Skype, …

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# Next steps?

- ???