

Support Agreement for typo3.org

Abstract

The relaunch of typo3.org happened in April of 2012 after one major big code sprint and 3 code sprints after that. The relaunch itself was difficult in the sense that it took us years to find a good format and organise it properly before we achieved the relaunch. At this moment we do have a stable typo3.org and a pretty solid though changing group of typo3.org supporters, which are usually motivated or initialised by the code sprints. As management team (Joern Bock, Tolleiv Nietsch and Ben van 't Ende) we tried to implement Fields Of Responsibility (FOR) for several important parts of typo3.org. That concept did not work out as companies do not take the responsibility. Only DKD and AOE did what was agreed. Still we need a reliable basis to fall back to support mission critical parts. That is why we request budget support from the TYPO3 Association. We believe this is a balanced proposition, which also takes into account community work.

The current situation

The T3O project includes the main website of the TYPO3 project owned by the TYPO3 association/marketing team >> typo3.org

Right now there is no support system established. Urgent and business critical tickets will not be done immediately but most likely during one of the 3 or 4 code sprints there are every year. Still chances are that tickets will be postponed to a next sprint.

There are lots of dependencies on single persons with a single point of knowledge and availability.

The suggestion

AOE offers a 2 man-days support container each month. The association adds another 2 man-days to a 4 person days service level agreement for the T3O project. The maintenance of the T3O project will be ensured by 32h paid working hours each month.

The maintenance will be handled by the AOE support team. This makes sense currently because we already have the advantages that:

- There are people of the T3O team working in the AOE support team (e.g. Christian Zenker)
- The project is using AOE deployment system and the AOE testing suite
- The project is based on the AOE basic TYPO3 setup

Scope

In Scope

- Feature requests from the marketing team or other teams under the flag of the association

- Evaluating/Analyse
- Specify requirements (create specification docs if needed)
- Technical preparation (not organization) of upcoming code sprints
- Support for (including bug fixing and minor change requests)
 - Frontend (markup)
 - TYPO3 backend (exclusive modules)
 - Currently used modules such as
 - Login, Registration
 - News, Events
 - Search
 - Video
 - Donation
 - Snippets
 - Limited support for those modules due various dependencies (Limited support means: the support team is taking care of those modules as long as they are qualified enough. External sources, dependencies to other systems etc. can't be supported)
 - Documentation
 - PSL (shop dependency)
 - Search
 - TER
- Ensure deployment process
- Ensure immediate reaction at first class errors (service level agreement)
- Security updates

Out of Scope

- Maintenance of external modules such as
 - TER
 - Documentation Server
 - Membership management for PSL (the punkt.de shop system)
- Subsites such as (atm)
 - association.typo3.org
 - shop.typo3.org
 - buzz.typo3.org
- Server related issues

Workflow

- There must be one person at the side of TYPO3 acting as Product Owner or Project Manager
- All tickets will be handled in the AOE ticketing system (currently Mantis)
- Tasks related to the T3O project will be treated the same way as tasks from every AOE client

Community involvement

- The community is still an important part of the project
- There will be code sprints and other community events to foster the development of the T3O project

Code Sprints

Not part of the contract, but included here for the sake of the full typo3.org picture

- Code sprints aiming for bigger development steps
- 4 code sprints per year
- Each code sprint will have a sprint goal agreed on both sides - the community and the AOE support team. Although the support team will not necessarily be involved in the code sprints, the sprint goals should match the current work of the support team and the status of the project at all.
- The marketing team will outline a roadmap for the code sprints and involve the support team in the preparation.
- Code sprints will be organized by the association and/or the marketing team.

Budget

- We will have a 4 man-day support container
 - 2 days sponsored by AOE (a man-day is €800)
 - 2 days covered by the TYPO3 association
- AOE will provide a monthly report of the issues which have been done

That's what we agreed on at the dkd office (Joern, Ben, Oliver - 31/08/13):

Budget application first week of September 2013

2013	2014
<ul style="list-style-type: none">• write expose and hand it in• Q4 (3 months) budget<ul style="list-style-type: none">◦ $3 \times €1.600 = €4.800$• beginning 1st of October	<ul style="list-style-type: none">• 12 months/full year• $12 \times €1.600 = €19.400$

Budget application should be handed in by an impartial person - not AOE!

The association is welcome to pitch that suggestion among all T3 agencies.