

TME2- WSM - Open V/S Closed Systems

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Conversation of Two Working Professionals in SAP and Deloitte on radio. They are at the Radio Station 92.7 FM. ?Dil se?. They are currently having a radio interview with the host. Two I.T Personnels are Tom and Harry, they are from the same IT background and had studied together in the same university in the past. Tom is working in SAP, Vancouver and Harry is working with Deloitte. Starting with a conversation on open and closed systems, one needs a urgent solution and they both are open to present themselves for open and closed systems. They go live from there taking their places in the room.

Live Radio Conversation starts.

Radio 92.7.

Host(Karan): Hello Tom and Harry, How are you guys? How is your day and thank you so much for talking to us now.

Tom: Hey, thank you so much for having us.

Harry: Hello Tom & Karan, I am good. How are you and thank you so much for having me.

Karan: My pleasure guys. So, How's your day going so far.

Tom: Nothing much just working and made it back on time from seattle from my work trip.

Harry: Can?t complaint. So far so good. So what are you working on these days, Tom?

Tom: I am currently employed with SAP as web developer and web-master. You?

Harry: I am working with Deloitte, Vancouver as Webmaster Consultant.

Host: That sounds interesting. How is it going for you & then we need to start with our guest Tom needs little help & needs to make an important decision.

Harry: Oh, It is so nice. I get to travel and at the same time do take care of our website and maintain it. You are a developer you said, sounds like a lot of work?

Tom: Yes, you know but my interest was always towards programming and software side so yes it is a lot of work but i don't mind it at all. Can I ask you a question?

Host: Yes sure, haha. I am sure he would know something more about open and closed systems.

Harry: I know you love programming and developing and I am happy you are doing so good with it. Well I cannot say no to you. Sure go ahead. Ask?

Tom: Well, our team is planning to install servers and we are having a open discussion for open vs closed systems? Do you think open is better than closed systems or it totally the opposite? Any input will be highly appreciated if you have strong knowledge of this.

Karan: So here we are, We have a situation at Tom?s work where they are about to install the servers we are about to talk about. So listeners, this is how it is. It?s a good day to discuss and ask. So let?s start.

Harry: Well that is something I work with and for, But I would like to say that there is no correct software. If it is open or it is closed. They both have their pros and cons accordingly. But according to me I think open is much better than closed. You can also view your code and edit it or change it and the result will be instant. You can have error logs and

maybe some expert advice where as in closed systems you would have to wait for the update to fix the bug whereas it is totally opposite in closed systems. But this is just according to me. I think Apache is a good example and many organizations use it. I have also heard they doing good in the market. Moreover if we talk about the numbers then apache is used by 42% according to the survey done in 2015 latest.

Tom: That's quite good knowledge you have there on open source softwares. But I think a bit different, I think you wont like it. I am just using a bit of sarcasm there. Well do you think I should proceed?

Harry: Yeah, Sure please go ahead.

Tom: Well first of all I would like to say that open softwares and apache is really good in the market as there is no cost to start and many have adopted those server in organizations but usability is one of the best in closed systems. We surely can rely on these closed systems. I think there are many cons for open source as according to me. Credibility is one of the big things first, People trust the products with agreements and licencing. There is a bond between the customer and the provider. Companies like Microsoft provide the best product and support to the customer. You said they are efficient but i don't think so really. I think they are somewhat efficient. There are so many open source systems which are zero dollars but if you would like some support for the product then you have to pay for the services. Whereas, In closed you know you have everything documented and they will give you full services without charging a dollar on your credit card. The cost for cost in closed systems is on how complex is the problem and what solution we are building for that complex problem. The cost is not just to code, it includes resources and other things. There is a proper software development life cycle(SDLC) procedure that is followed and the product produced by gathering good people requirements or surveys will surely be much better than other i guess.

I think planning, analysis, design, implementation, testing and then maintenance. I think we can see all these on closed softwares. Well then third i can surely tell you about security, you have full secured product by your provider and i think microsoft is totally one of the best to do that. Open softwares does not have so much security as far as I can tell neither do they have support. The support cost in a way or another. Adding on I would like to say is that the closed softwares are prone to errors or you can say you encounter less errors and hence there are few updates for maintenance. Does not harm the system so much, there are less bugs and moreover if you break something you know who you need to get in touch with but I cannot say the same for open.

You also know there is a dedicated team working towards your product day and night to make it more better and user friendly for their customers. Well about 32% of the Microsoft IIS servers are deployed around the world according to 2016 and I am sure they will make good numbers soon. Open source software has open and no security for the source code which affects someone's hard work and I know it does not matter much to people but still. It takes time, work, overcoming problems and so much more like cost, piracy.

Harry: Well, I cannot deny anything. I would like to talk about some testing examples. There were certain tests done on apache server as well as Microsoft IIS. These measurements were taken and apache won the test for significantly faster server than Microsoft. It was able to make 20 connections per seconds meaning that 2 connections per second. Whereas Microsoft IIS is easy to manage and maintain but their are other reasons for apache such as performance, usability, error logs. Another thing i would like to say is that in open systems its need more human efforts, like you never know when will it time out. The servers suddenly times out after a particular time but again we got log files and log collectors to help us with that.

Host: Well, Thank you so much to both for coming here and educating our listeners. I hope they gained well insight of this IT systems and what is better for them and what is not. It was very strong discussion on both the sides. Thank you so much Tom and Harry.

References:

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