



NIEMOPEN

OASIS Cost Analysis

25 APR 2023

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NIEM Management Office
(CONTRACTOR)

OVERVIEW

- Atlassian Suite (Jira/Confluence/JSD)
 - Previous License Snapshot (03/15/23)
 - Current License Snapshot (04/24/23)
 - Licensing Strategy Moving Forward
 - Proof of Concept
- Press Release (EIN Presswire)
 - Cost Analysis
 - Cadence
- Message Exchange Package (MEP) Builder
 - Cost Analysis
 - Amazon Web Services (AWS)
- IEPD/MEP Registry/Repository Hosting (CKAN)
- Third-Party WordPress Extensions
 - LearnPress
- Third-Party Atlassian Extensions
 - GitHub for Confluence

ATLASSIAN SUITE

(JIRA/CONFLUENCE/JSD)

PREVIOUS LICENSE SNAPSHOT

Products and apps	Plan	Users	Price estimate ⓘ	Billing cycle	Next bill date	Actions
 Jira Software oasis-open.atlassian.net	Standard	31	USD 255.27	Monthly	Apr 15, 2023	Manage
 Confluence oasis-open.atlassian.net	Standard	33	USD 201.61	Monthly	Apr 15, 2023	Manage
 Jira Service Management oasis-open.atlassian.net	Standard	28	USD 552.23	Monthly	Apr 15, 2023	Manage




Total Cost: \$1,009.11 / Monthly*

* Expense based on users signing up for Atlassian on OASIS-Open environment.

Issues Noted:

Atlassian was automatically assigning licenses for ALL products to every new user which caused exponential cost hikes on monthly subscriptions.

CURRENT LICENSE SNAPSHOT

Products and apps	Plan	Users	Price estimate ⓘ	Billing cycle	Next bill date	Actions
 Jira Software oasis-open.atlassian.net	Standard	13	USD 100.75	Monthly	May 15, 2023	Manage
 Confluence oasis-open.atlassian.net	Standard	15	USD 86.25	Monthly	May 15, 2023	Manage
 Jira Service Management oasis-open.atlassian.net	Standard	5	USD 105.00	Monthly	May 15, 2023	Manage

Total Cost: \$310.70 / Monthly*

* Expense after revoking licenses for certain users.

Net Change:

-69.21% Price Reduction based on reallocation of licenses.

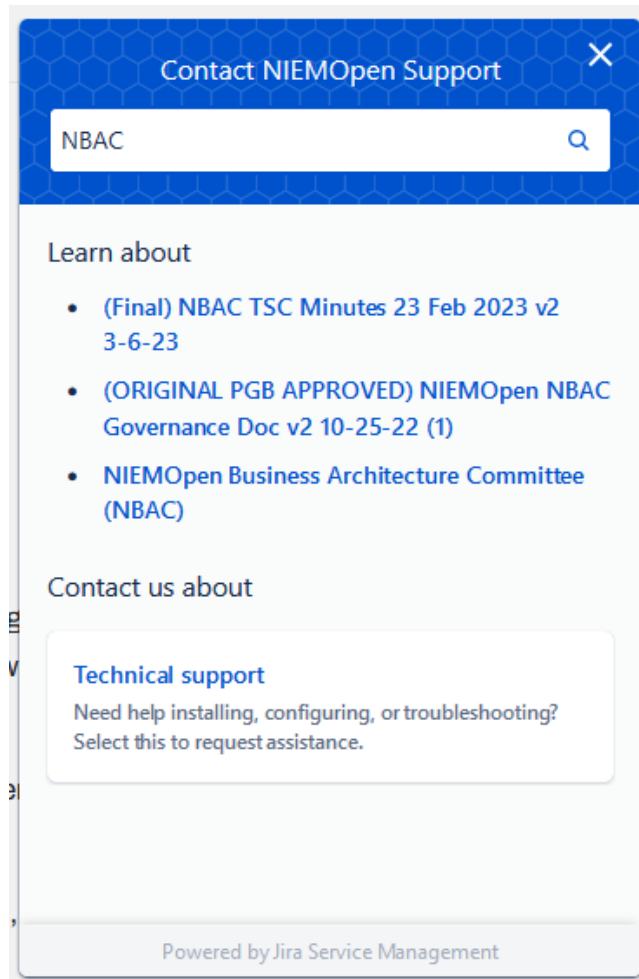
OTHER CONSIDERATIONS

- Atlassian Suite is charging on a total per user basis, thus the *more* users leveraging this resource will cause cost fluctuations.
 - **Note:** ALL new user registrations for projects – (not just NIEMOpen) – will cause price increases.
- OASIS Cost Model should reflect total number of licenses for each project, and not total number of licenses organization-wide.
- Ex. The “current license snapshot” pricing includes Atlassian licenses of OASIS staff for ~four (4) additional User licenses.
- Additional cost reduction would have subscription model drop to **~\$250 / Monthly**.
- NIEMOpen project should incur expenses only for users associated directly with project.

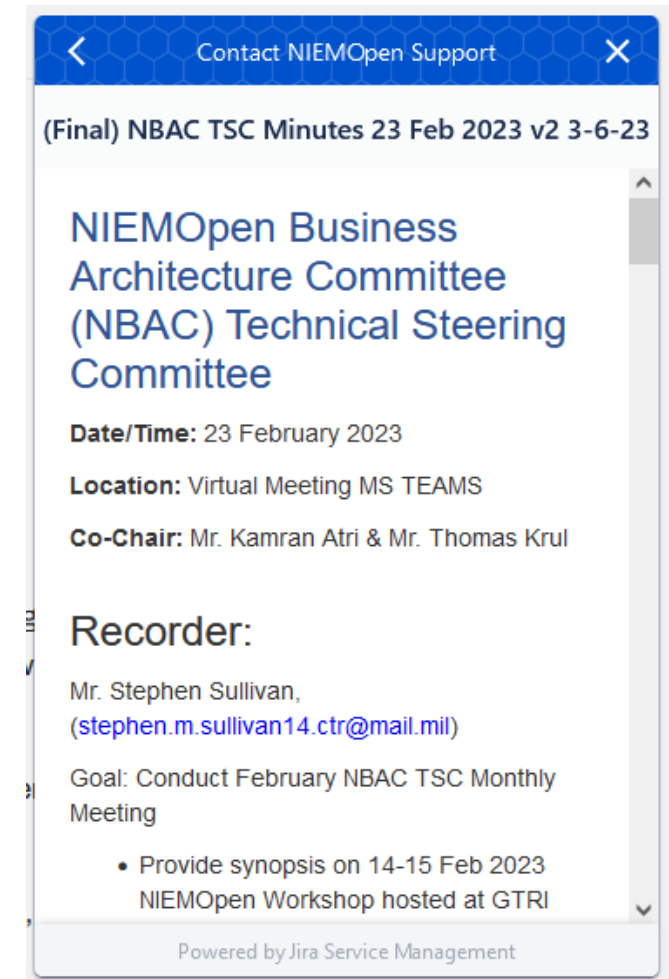
STRATEGY MOVING FORWARD

- Users will have to request write access and provide a business justification in order to support issuing an Atlassian license.
- **Note:** Jira/Confluence allow the capability of 'anonymous' access to view content for free – users should only be issued a license if there is a need to add/modify content.

PROOF OF CONCEPT (IN PROGRESS)



- User can keyword search content within NIEMOpen GitHub repositories.
- Additional documentation can be added to NIEMOpen Knowledgebase for 'self-help' functionality.
 - Ex. Training FAQ's, Success Stories, Tool Documentation
- User can directly submit a question to appropriate POC using Jira Service Desk.



PROOF OF CONCEPT (IN PROGRESS) – CONT.



Example of 'Knowledge Base' portal with forms that can be customized and assigned to specific team members.

PROOF OF CONCEPT (IN PROGRESS) – CONT. (2)



Welcome! You can raise a request for NIEMOpen using the options provided.

What can we help you with?



Technical support

Need help installing, configuring, or troubleshooting? Select this to request...



Raise this request on behalf of *













Aubrey Beach (aubrey.l.beach.ctr@mail.mil)



Summary *

Description *

Normal text ▾ | **B** *I* ... |  ▾ |   |  @       ▾

Components or products



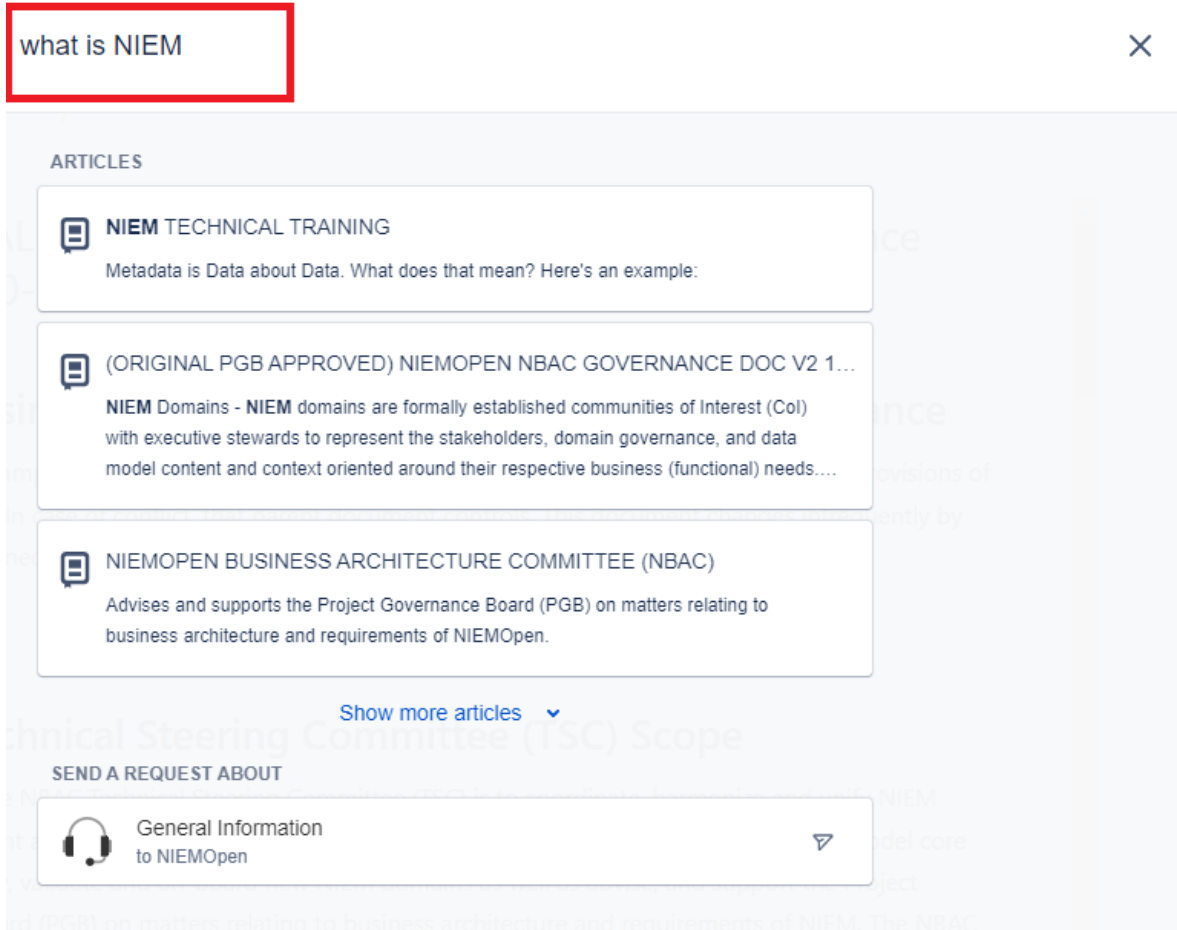
Attachment

Drag and drop files, paste screenshots, or browse

Example of form for technical support.

Allows user to create a ticket, along with attachments, and then can be automatically assigned via Help Desk based on issue.

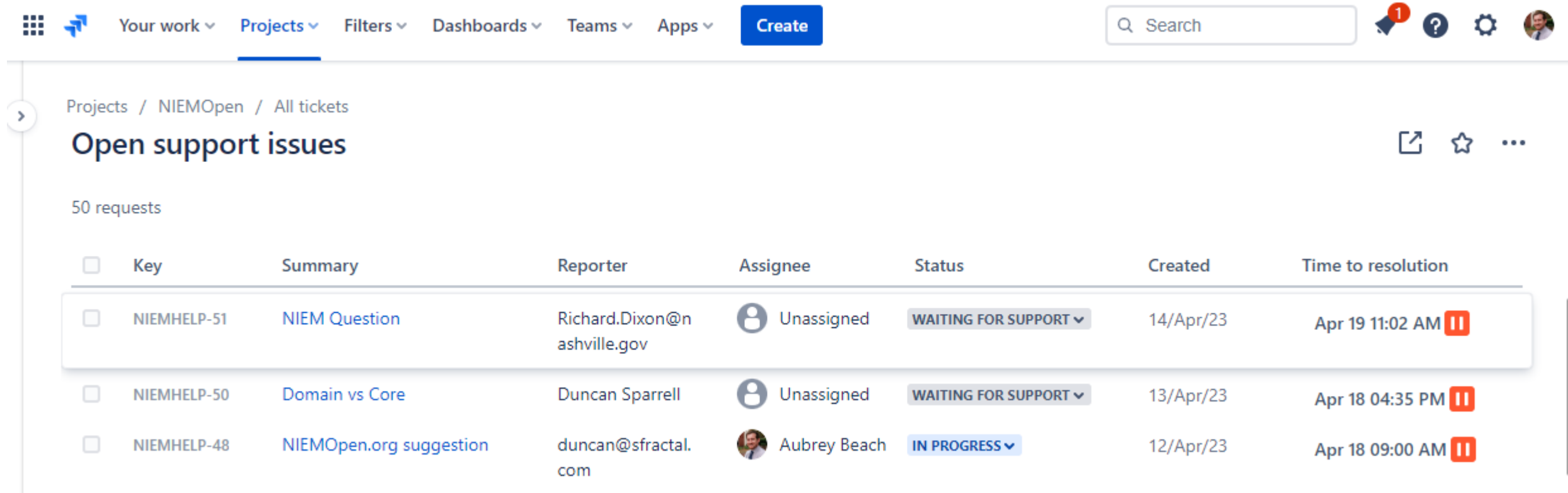
PROOF OF CONCEPT (IN PROGRESS) – CONT. (3)



Example of keyword search on Knowledge Base.

This would allow non-technical (business) users to easily find content without having to browse through GitHub repositories.

PROOF OF CONCEPT (IN PROGRESS) – CONT. (4)



The screenshot displays a web application interface for managing support tickets. The top navigation bar includes links for 'Your work', 'Projects', 'Filters', 'Dashboards', 'Teams', and 'Apps', along with a 'Create' button and a search bar. The main content area is titled 'Open support issues' and shows a list of 50 requests. The table below details the first three tickets.

Key	Summary	Reporter	Assignee	Status	Created	Time to resolution
NIEMHELP-51	NIEM Question	Richard.Dixon@nashville.gov	Unassigned	WAITING FOR SUPPORT	14/Apr/23	Apr 19 11:02 AM
NIEMHELP-50	Domain vs Core	Duncan Sparrell	Unassigned	WAITING FOR SUPPORT	13/Apr/23	Apr 18 04:35 PM
NIEMHELP-48	NIEMOpen.org suggestion	duncan@sfractal.com	Aubrey Beach	IN PROGRESS	12/Apr/23	Apr 18 09:00 AM

- All tickets – whether created via website, email, or manually will show up in a queue and can be auto-assigned.
- Set up certain Service Level Agreements (SLA's) based on issue type and track throughout the entire lifecycle.
- Provide centralized transparency of all NIEM requests/outreach and prevent current siloed communication.

PROOF OF CONCEPT (IN PROGRESS) – CONT. (5)

The screenshot displays a support ticket interface for NIEMHELP-50. The ticket is titled "Domain vs Core" and was raised by Duncan Sparrell via Email. The description asks for principles/rules/documentation regarding whether to submit something to a domain or to core. The ticket is currently "Waiting for support" and has a "Medium" priority. The right sidebar shows SLAs: "Time to first response within 8h" and "Time to resolution within 24h". The details section lists the assignee as "Unassigned", the reporter as "Duncan Sparrell", the request type as "Emailed request", and 4 related articles in the knowledge base. The bottom of the ticket shows a "Similar requests" section and a "Pro tip: press M to comment" message.

Back ? NIEMHELP-50

Domain vs Core

Link issue Add form

Duncan Sparrell raised this request via Email [Hide details](#)
[View request in portal](#)

Description
Are there principles/rules/documentation somewhere that gives advice on whether to submit something to a domain or to core?

Looking thru the 5.2 cyber domain, I see that it contains "birth certificate", "alleged criminal activity" and other info that I recognize is needed in cyber but I would have thought would be in core.

I have some stuff I'd like to eventually submit to cyber domain once I'm smart enough. I have some "no brainer belong in cyber" (eg SBOM) but I have some info that goes with it that might not be anywhere else but isn't unique to cyber. If I find it in core, great – I just use it. If I find it in some other domain (eg a lot of cyber stuff is in milops), I assume I can similarly just use it. But if I don't find it anywhere, do I still put it in cyber as apparently someone did with "birth certificate"?

PS – if this isn't the right place to ask, please redirect me to correct place.

–

Duncan Sparrell
sFractal Consulting
iPhone, iTypo, iApologize
I welcome VSRE emails. Learn more at <http://vsre.info/>

Similar requests

[Add internal note](#) / [Reply to customer](#)

Pro tip: press M to comment

Waiting for support Actions

SLAs

Apr 14 04:35 PM Time to first response within 8h

Apr 18 04:35 PM Time to resolution within 24h

Details

Assignee: Unassigned [Assign to me](#)

Reporter: Duncan Sparrell

Request Type: Emailed request

Knowledge base: 4 related articles

Components: None

Due date: None

Priority: Medium

More fields

Labels: None

Request participants: None

Approvers: None

ADDITIONAL SERVICES/ SOFTWARE

PROPOSED PAID RESOURCES TO SUPPORT NIEMOPEN

- Press Release (EIN Presswire)
 - Cost Analysis
 - Cadence
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