NIEMOPEN

OASIS Cost Analysis

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(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.

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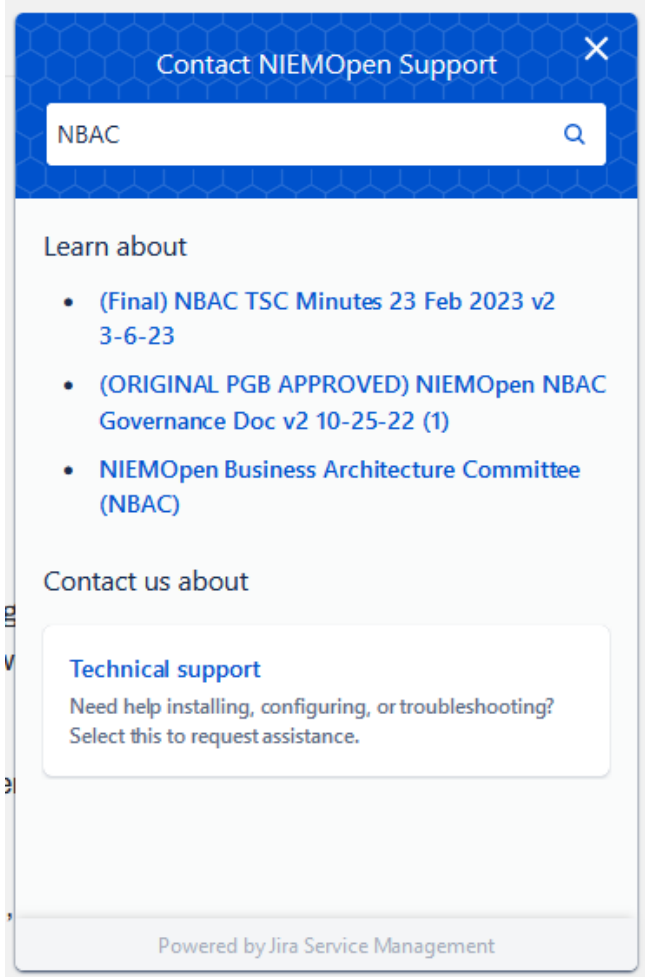
OTHER CONSIDERATIONS

- 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)

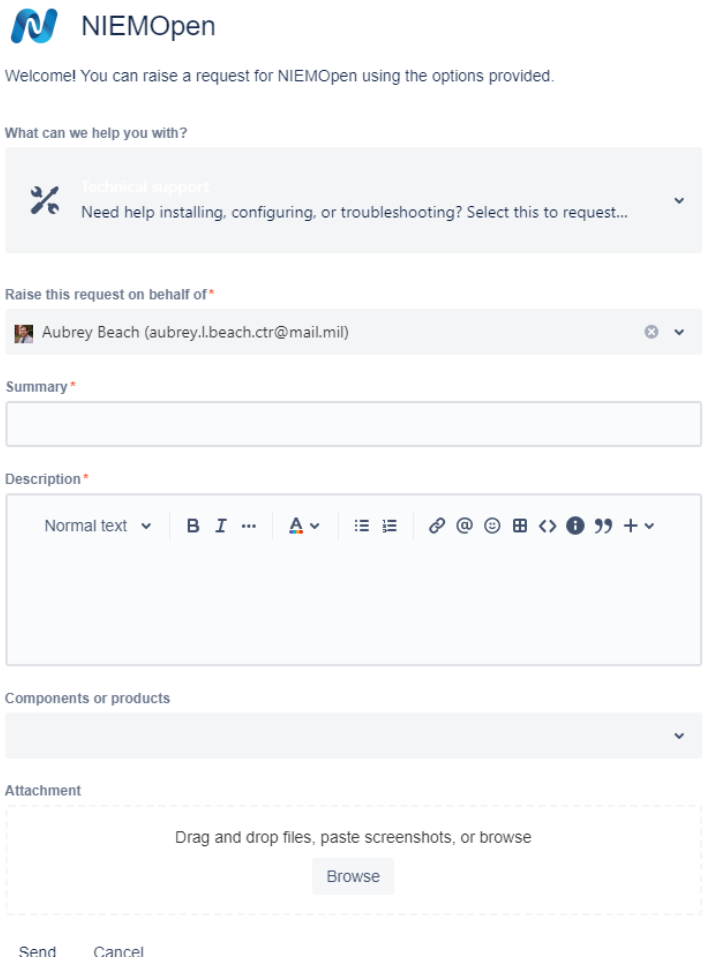


- User can keyword search content within NIEMOpen GitHub repositories.
- Additional documentation can be added to NIEMOpen Knowledgebase for ‘self-help’ functionality.
  - Ex. Training FAQ’s, Success Stories, Tool Documentation
- User can directly submit a question to appropriate POC using Jira Service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

PROOF OF CONCEPT (IN PROGRESS) – CONT.

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

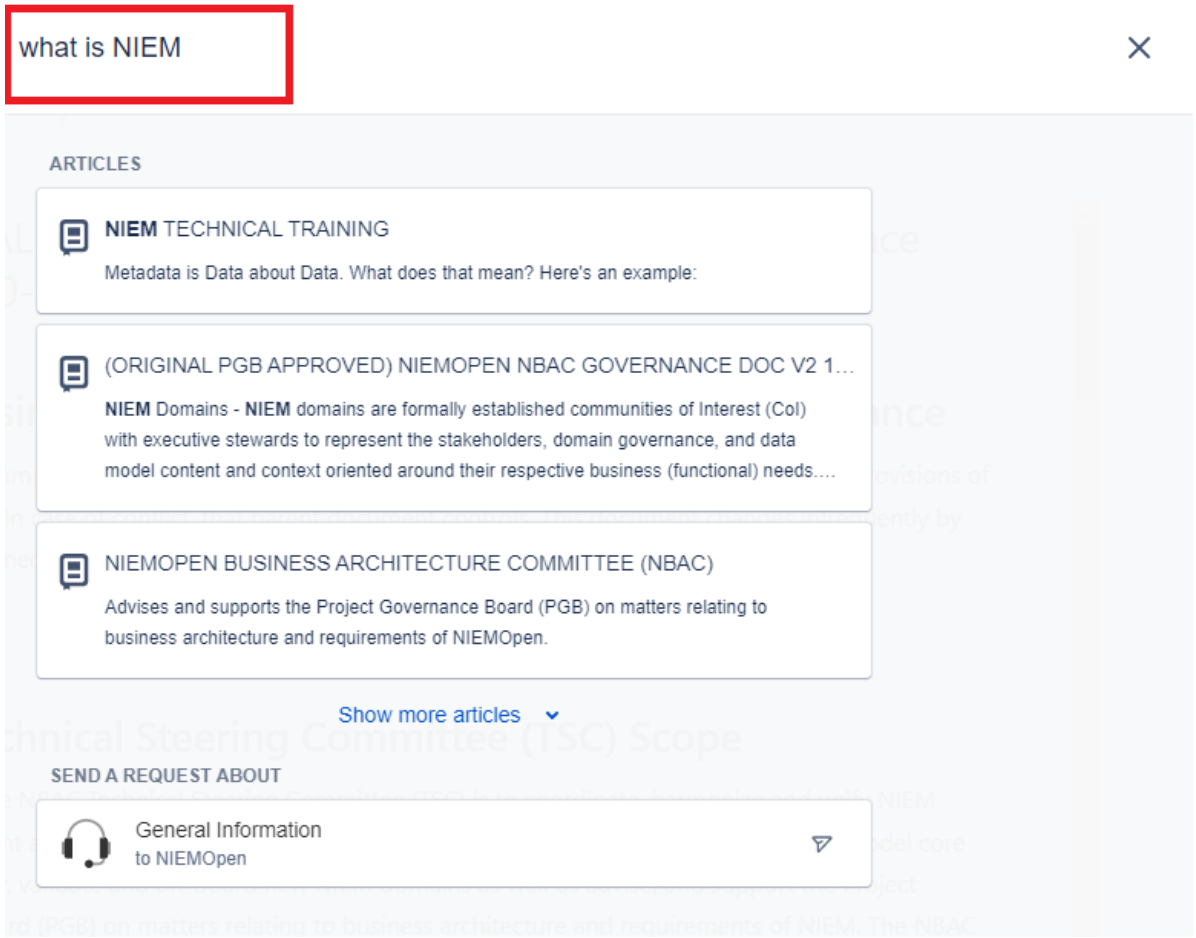
PROOF OF CONCEPT (IN PROGRESS) – CONT. (2)



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.

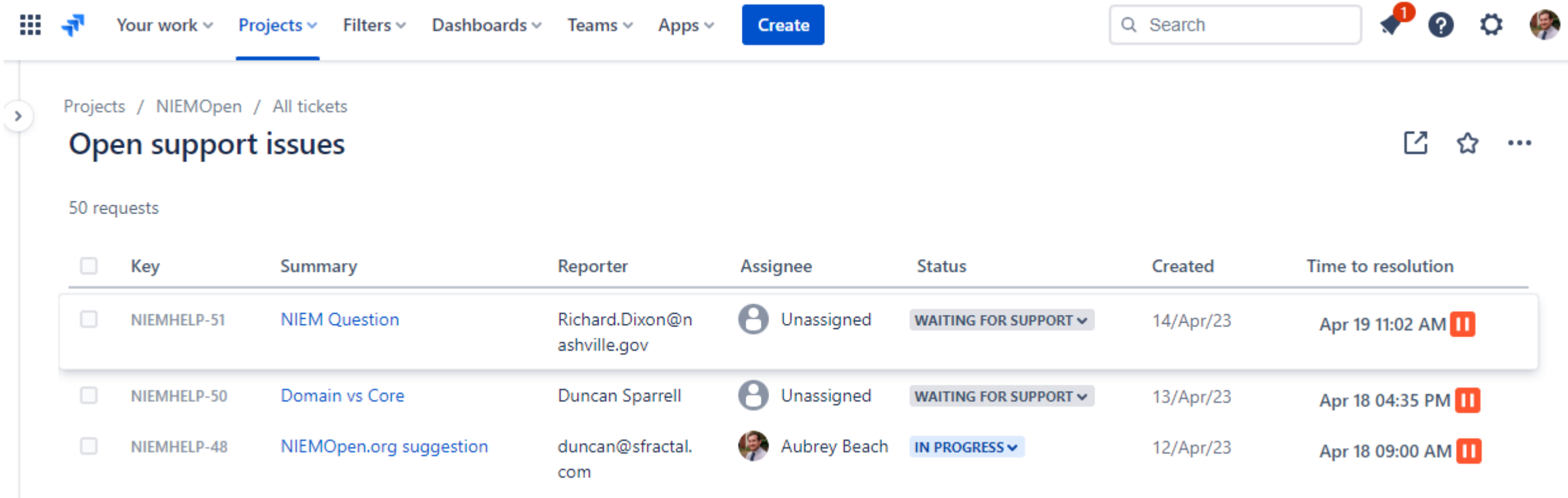
PROOF OF CONCEPT (IN PROGRESS) – CONT. (3)



Example of keyword search on Knowledge Base.

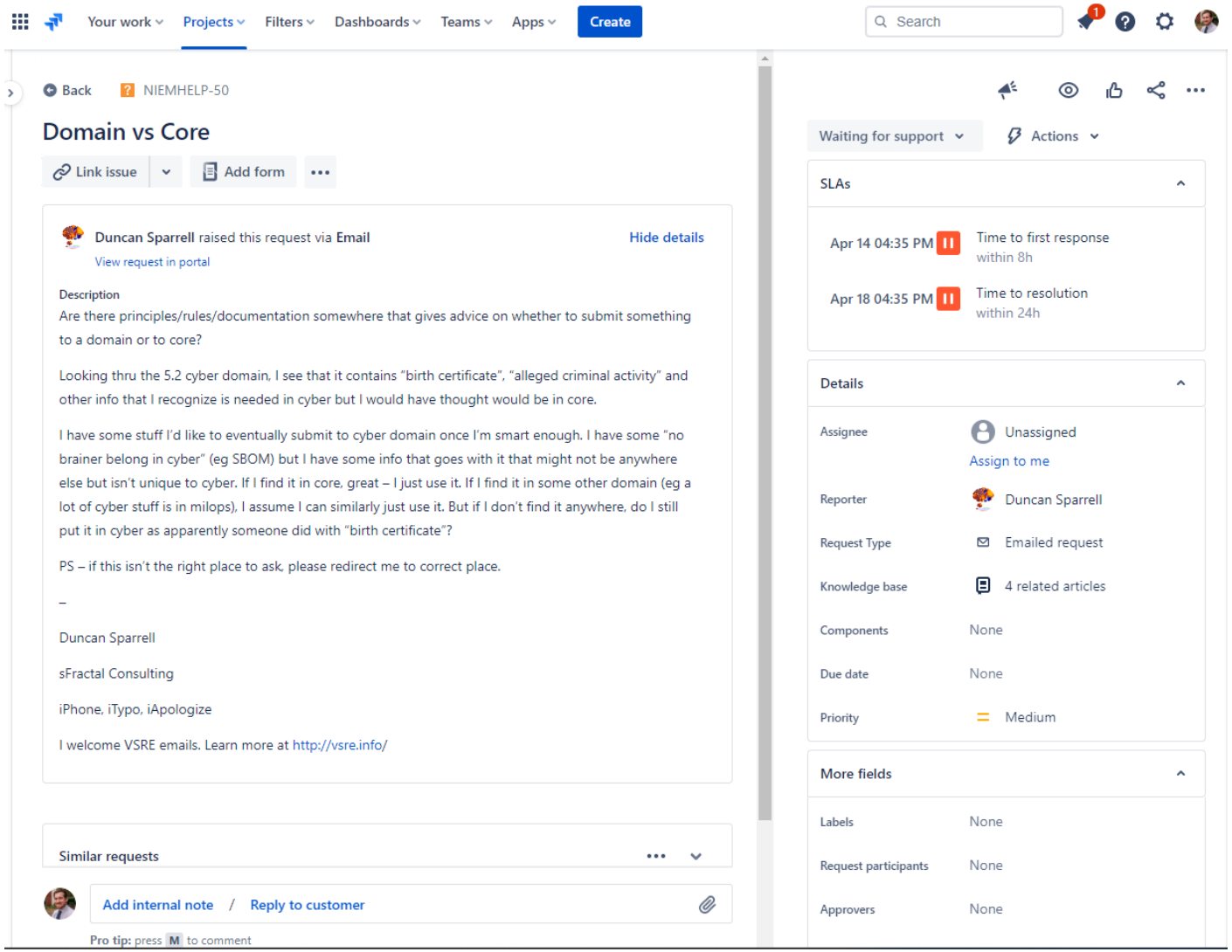
This would allow non-technical (business) users to easily find content without having to browse through GitHub repositories.

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



- 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)



ADDITIONAL SERVICES/ SOFTWARE

PROPOSED PAID RESOURCES TO SUPPORT NIEMOPEN

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