LaaS Open Source tools ratings

The table below covers ratings for the various open-source tools suggested for the features required for the LaaS.

Portal Feature	Criteria/ Tool Name	Feature /Scope coverage (25%)	User feedback (20%)	Support from Open source community (20%)	Documentation (15%)	Integration and deployment (10%)	Scalability /Extensibility (10%)	Overall Rating
Service Requests /Change Management	Bugzilla	5	4	5	5	4	5	4.7
	Trac	5	3	4	5	5	5	4.4
Inventory Management /Asset Management	inoERP	4	5	4	4	5	5	4.4
	Openboxes	4	4	4	5	4	4	4.2
Process Automation	Chef	5	4	5	5	5	5	4.8
	Puppet	5	5	5	5	5	4	4.9

Legends:

Rating	Definition
1	Not recommended
2	Least recommended
3	Average recommendation
4	Fairly Recommended
5	Highly recommended

References:

1. https://www.gartner.com/reviews/home
2. https://github.com/
3. https://www.capterra.com/
4. https://www.predictiveanalyticstoday.com/