Managing Open Source at Scale

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Managing OS at Scale: Complexities

Amazon’s Legal Department is looking for a talented product counsel to support our rapidly growing and evolving Alexa business. You will be responsible for counseling the business on product, hardware, and software development. You will work directly with the business, providing day-to-day advice on privacy, security, regulatory, and other legal matters.

• Global Legal
  Operations
• Over 500 attorneys
  company wide
• Also, we are hiring!
Managing OS at Scale: Policy & FAQs

- Use of OSS is governed by our Open Source Policy, which is administered by the Open Source Group ("OSG").
- Policy is organized around 4 areas:
  - Internal Use
  - Distribution
  - Contribution
  - Sponsorship
- Policy is accompanied with various FAQs that address common misconceptions, and answers basic questions we receive frequently.
- Policy and FAQs are living, breathing, changing things.

Managing OS at Scale: Federation

Managing OS at Scale: Training & Process

- Annual Electronic Training: Tech & Legal
- Tech training for engineers and other technical staff
- Legal training for Legal Team:
  - General OS training for non-product/IP attorneys
  - OS Approvers Training for product and IP attorneys
  - Office Hours and On the Job Training
  - Super Approvers & the Pareto Principle
  - Train the Trainer
- Company-wide issue management system, called "tickets"
  - Policy pre-approves certain use cases
  - Directs remaining use cases to ticket system for case by case review.
- Central ticketing allows OS-PM to manage request flow
  - Ensuring ticket is resolved by the "right" person
  - Audit and tracking
  - Provides "Blurbx" for Approvers
  - Metrics gathering
Plug: "OS PM In a Box" Tools available (we have contributed our OSS-attribution builder, etc.) from the ToDo Group on GitHub