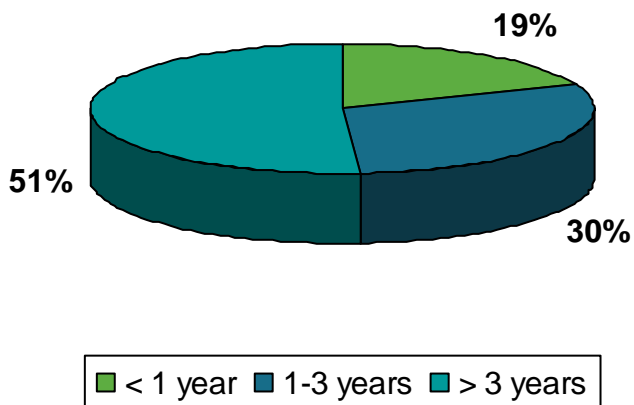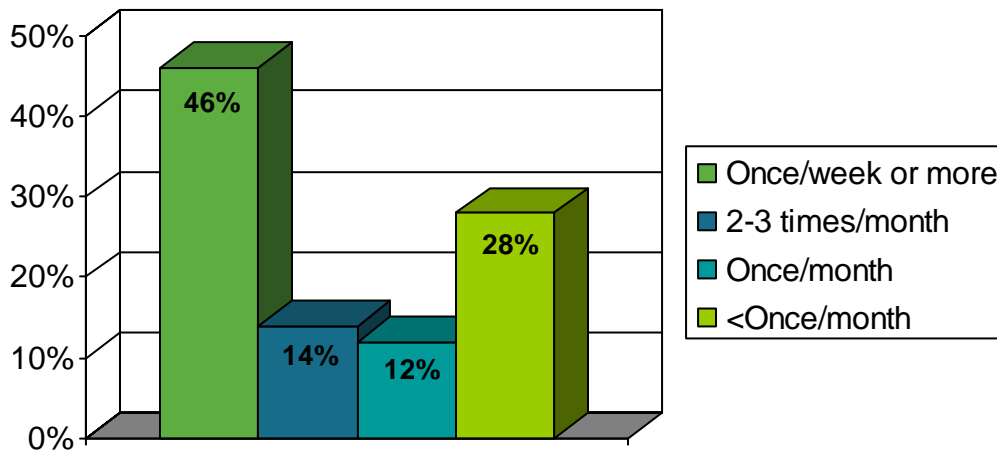# Member Satisfaction Survey Results
January 2007

The following are the results of the OGF member survey conducted December 2006 through early January 2007. A total of 74 members completed the survey.

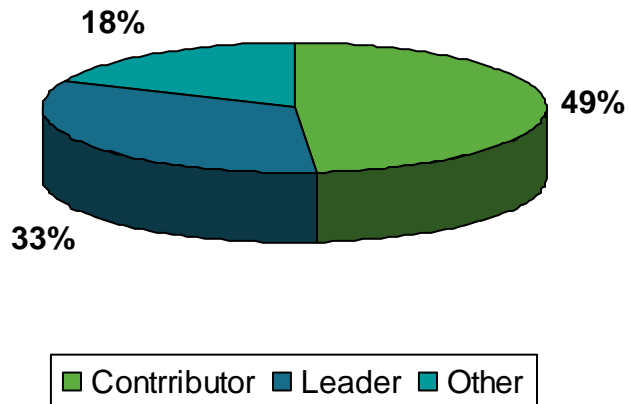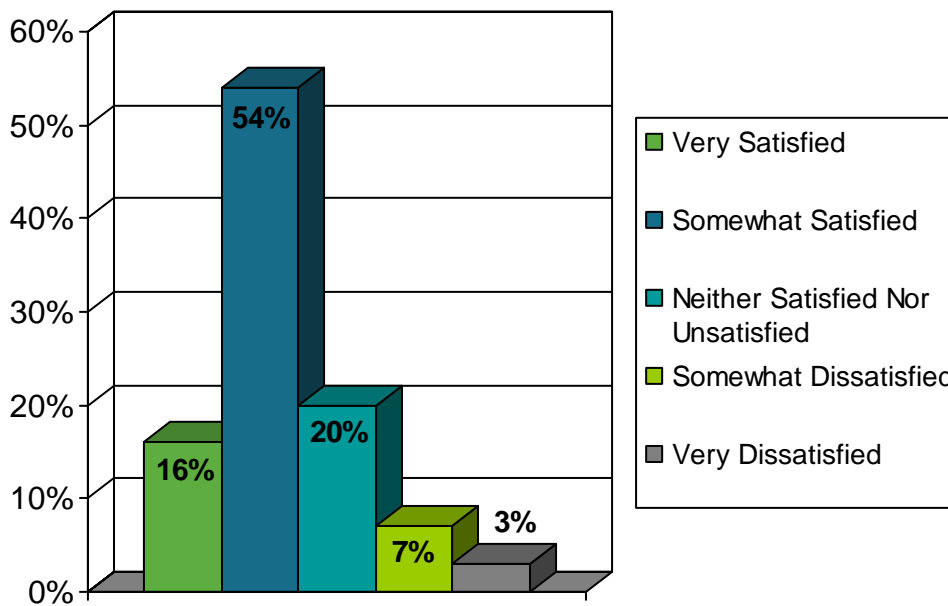**Q1. How long have you been a member of OGF (including GGF and EGA membership)?**

19%

30%

51%

■ < 1 year ■ 1-3 years ■ > 3 years

Q2. How often do you engage in OGF activities?

46%

28%

14%

12%

■ Once/week or more
■ 2-3 times/month
■ Once/month
■ <Once/month

Q3. Please identify how you are engaged with OGF (check all that apply):

18%

49%

33%

☐ Contrributor ☐ Leader ☐ Other

Q4. What is your overall satisfaction with OGF?

54%

16%

20%

7%

3%

☐ Very Satisfied

☐ Somewhat Satisfied

☐ Neither Satisfied Nor Unsatisfied

☐ Somewhat Dissatisfied

☐ Very Dissatisfied

Q5. Please tell us why you feel that way:

- We should move faster than we are now.
- Standards progress is slow
- Working for the industry means short time to market, fast pace turnaround. GGF, now OGF, is focused on state-of-the-art technology and like to take long times for reflection. It might also be a resource issue that slows down the train...
- Work gets done, finally. Progress is slow though, its difficult (for us == SAGA) to get broader active participation.
- Agree with standardization process, OGF is good. Would like to see some advanced designs standardized as well as basic ones. Sooner rather than later.
- Technical work is pragmatic and directly related to my own work (advisor to DoD wrt GIG NetOps).
- OGF serves important functions and enables wide-ranging discussion, but it is difficult for newcomers to know where and how to contribute. The OGF conferences themselves are very expensive, and membership costs appear to be shaping up also to be expensive.
- Progress is made, but slow, and participation (really _writing_ specs and docs) is very low... Difficult to distinguish between intention for real work and lip service
- I feel that enterprise related activities lack the critical mass.
- OGF has existed in a lot of different forms over the past 7 years, but very little progress is being made in a lot of important areas. As a result, the value received is often less than the effort expended.
- I really belief that our works worth's the effort, because the results are directly pushed forward the community.
- Activities have increased, visibility has increased, merger with EGA (congrats!), number of docs have increased; all in all a positive trend But, we always can do better :-)
- I joined after the two groups merged. I feel this will make a strong coalition. It is easier to present info to one unity, than trying to balance between two disparate groups.
- There is a constant communication from OGF, and I feel most of the grid issues are being addressed satisfactorily.
- Organization needs to more focus and alignment with key stakeholders and a culture of driving to results
- Excellent communications, great people.
- Specifications in my focus area are progressing well.
- Some progress being made since merger. Still need better plans for delivery of specs that people really want.
- OGF has been a forum for exchanging information. True standards development requires comparison of implementations to validate performance, robustness, reliability. A major concern is that OGF standards have no basis in production systems.
- I view OGF as a research/development activity; its work is more conceptual than tangible
- My biggest issue is that GGF/OGF members emphasize standards that demand loose compliance. I think this because GGF/OGF does not include enough operational people or business process owners where the penalties for failure are high. The standards aim for the lowest common denominator as opposed to a prudent denominator. That is we set standards for grid computing security we would never tolerate from our bank.
- Little funding to attend expensive meetings
- The conferences are very rewarding overall.
- Painfully long (and at times slow) process to achieve "Recommendation Document" status
- Appointments not so interesting; papers, technical progress - very interesting

- It is worth supporting to develop the grid standards. It has good meetings. We would like to see more outreach in other countries.
- I'd like to see usable implementations of interfaces appear faster.
- From the view of my company (in telecom industry), we want to have more participants from telecom industries.
- OGF is in danger of producing standards 2 years after those who would adopt them have already solved the problem without OGF...we need software producers to engage, but we have chased them away while we create the Swiss-army knife of standards...
- Expensive. Time-consuming. Unproductive.
- Not enough engaged because lack of time.
  Interested however by the standard evolution
- Too few people are acting as active contributors to the group research. More involvement and more comments/critics to the activities would be highly desirable.
- I think that the industry track people should gamble some more in the overall grid-endeavor instead of waiting until the dust is settled by the few companies that can and the overall academic area which just plain needs things like Grids.
- we should focus more on the technical work and less on politics and formalities
- OGF has an important role to play. It has not reached the necessary level of professionalism.
- no measurable outcome after several years of existence. Too much PR, little valuable technical work.
- I'm driving DRMAA-WG together with Hrabri Rajic from Intel. I hope we'll soon get GFD-R status for our specification that is implemented for four+ Distributed Resource Manager systems. So all in all I'm very satisfied with OGF. Kind regards and happy Xmas from Germany :)
- Not include in ogf programme
- It is good that a level of standardization is being pursued in the Grid area
- My involvement is on the periphery. I'm not a technical expert and am more directly concerned with business process.
- I am a recent new member and feel that the focus and attention is now correct for an enterprise to make and benefit from contributions of this group.
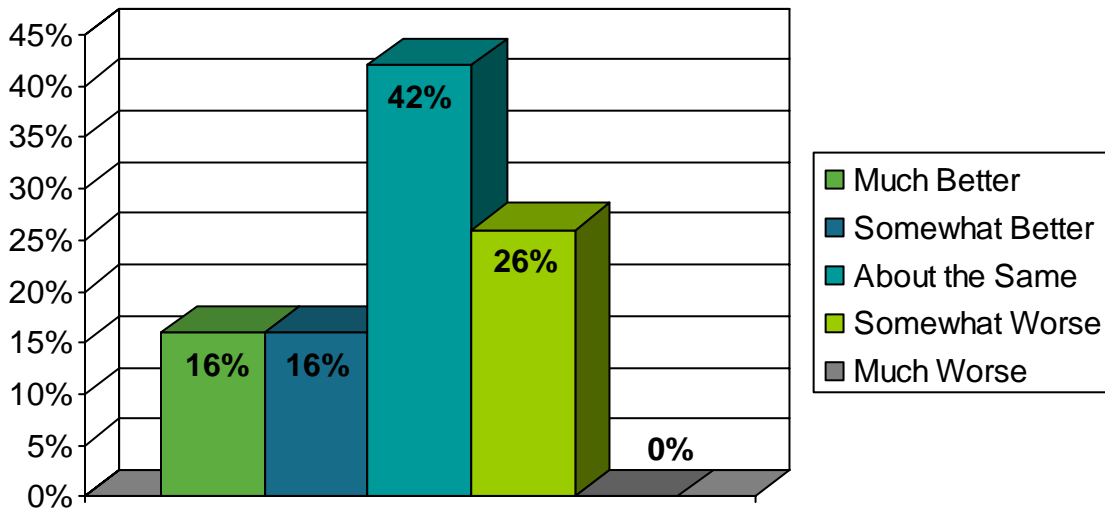
Q6. How important are the following characteristics when evaluating your satisfaction with OGF?

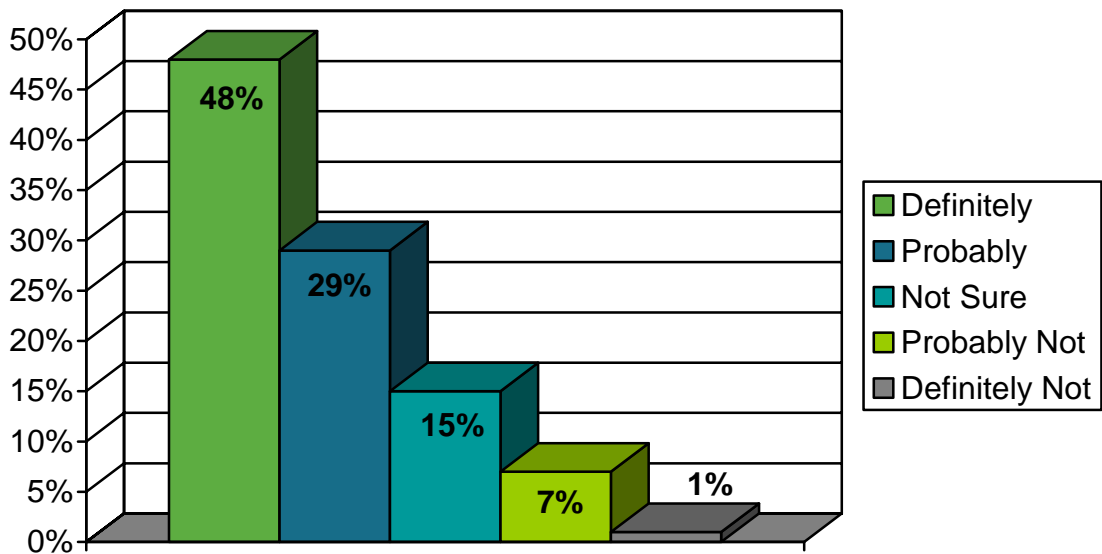| Characteristic	Not at all important	Not very Important	Somewhat Important	Very Important	Extremely Important
Setting Open Standards	3%	1%	4%	42%	50%
Maintaining Open and Democratic Processes	1%	5%	19%	45%	30%
Serving as a forum	3%	11%	20%	36%	30%
Being Relevant in Grid Industry	1%	4%	18%	41%	36%
Having Strong Focus, Direction and Priorities	1%	1%	26%	43%	28%
Communicating Standards to Market Effectively	1%	7%	24%	36%	31%
Being a Medium for Collaboration and Networking	5%	4%	24%	46%	20%
Being a source of information about grids	5%	11%	35%	32%	16%
Being a recognized leader in the industry	3%	11%	27%	41%	18%
Demonstrating Productivity and Efficiency	1%	7%	32%	34%	26%

Q7. How satisfied are you with the following characteristics of OGF?

Characteristic	Very Dissatisfied	Somewhat Dissatisfied	Neither Satisfied nor dissatisfied	Somewhat Satisfied	Very Satisfied
Setting Open Standards	4%	16%	26%	45%	9%
Maintaining Open and Democratic Processes	1%	14%	16%	49%	20%
Serving as a forum	3%	11%	41%	32%	14%
Being Relevant in Grid Industry	6%	21%	36%	26%	11%
Having Strong Focus, Direction and Priorities	1%	37%	36%	19%	7%
Communicating Standards to Market Effectively	4%	38%	36%	17%	6%
Being a Medium for Collaboration and Networking	1%	12%	24%	44%	18%
Being a source of information about grids	1%	24%	33%	36%	6%
Being a recognized leader in the industry	3%	22%	49%	18%	8%
Demonstrating Productivity and Efficiency	7%	42%	36%	8%	7%

Q8. If you are a member of another standards organization(s), how does OGF compare?

Legend:
- Much Better
- Somewhat Better
- About the Same
- Somewhat Worse
- Much Worse

Values: 16%, 16%, 42%, 26%, 0%

Q9. Will you continue to engage with OGF at your current or higher level of activity in 2007?

Legend:
- Definitely
- Probably
- Not Sure
- Probably Not
- Definitely Not

Values: 48%, 29%, 15%, 7%, 1%

Q10. Would you recommend OGF to colleagues and other contacts?

☐ Definitely	☐ Probably	☐ Not Sure
☐ Probably Not	☐ Definitely Not
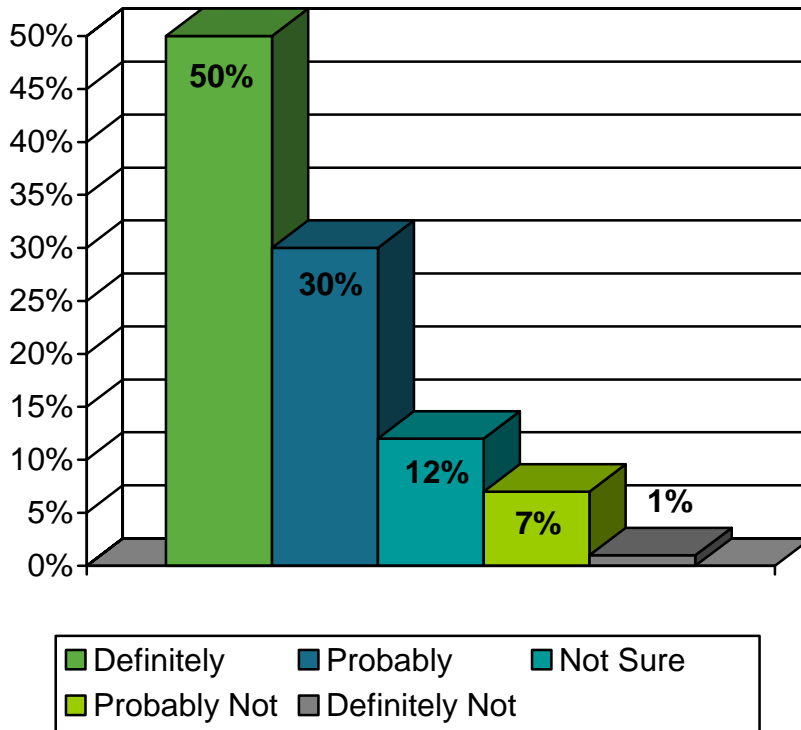
Q11. What do you like about OGF?
- Open and collaborate natures
- Possibility to get a quarterly update of the state in Grid all in one package.
- The People :-)
- Great people. Great vision.
- Pragmatism + technical quality.
- Expertise and good leaders such as Hiro.
- The wide variety of OGF activities allows and encourages people to participate.
- The people :-) At least those which engage in OGF work...
- Social/professional networking opportunities
- How it is structured and organized. The results.
- A group of fine, honest people, trying hard to make a better world
- THE OGF VIEW IS WORLDWIDE.
- Good work
- Great people, critical mission
- Communications between people engaging in same areas
- Key people are involved
- There are some very focused working group activities that are making progress.
- Plays nice in the broader industry (with other SDOs)

- Communication between groups
- I am a weak respondent. I attend every few years when GGF/OGF is in Chicago.
- The conferences!
- The ability to work with other committed technologists.
- Networking opportunities; up-to-date information
- Encourage collaboration between people with diverse backgrounds
- A body trying to bring standards to a new area
- Meetings
- Focus
- Lively forum for keeping up to date with things grid-related
- It's potential (unfulfilled) to be a forum. And there are really good people involved.
- Provides a meeting place for the grid community.
- The possibility to establish contacts with a very large number of potential partners involved in similar research projects.
- That it is a place to get all the faces of multi-disciplinary industry and academic areas around the globe to collaborate on the Grid-fields.
- The open and democratic process
- Its objectives and goals
- What I like is the mixture amongst WGs/RGs that focus on a point-topic and WGs/RGs that aim on architectural design standards.
- Constantly communication between offices
- Good on-line discussion and exchange of documents, ideas, etc. This makes it possible to keep up-to-date with OGF activities quite conveniently.
- The vision.... Open with a capital "O"
- Providing standards that people can use
- Accessibility
- That it exists. The industry has a need for a grid-centric standards body.
- The document management tools were improved, I guess.
- The openness of the entire organization to new participants, the breadth of involvement from academia and industry, and the genuine engagement of many OGF members.
- Large community of smart people...
- Right overall community
- It is attacking an important set of problems
- The technical level of participants/members.
- All (I am new)
- Good organization/leadership and focus to make progress after several years of speed bumps. Events are good/web site is good.

Q12. What do you dislike about OGF?

- Commitments are not enough often behind schedule
- Sometimes it overbooked schedule and massive overlapping of sessions.
- Its loosing focus more often than not, and its forgetting/overthrowing past decisions more often than not.
- Overlap of activities in groups and lack of reported activities in groups. Some WGs have not been very active based on postings. Would expect more relevant material for approved groups and teams.
- Impending membership fee...?
- Not very clear path for new members. I am not sure what I can do exactly. Very interested but don't know the path very good.
- It is difficult for newcomers to see where and how to contribute or to learn. Meetings are very expensive. Engagement with practical projects is sparse. Some internal decision-making is obscure.
- The lack of focus, and seemingly moving targets.
- Poorly coordinated support; software tools du jour (website changes and tools that happen too frequently)
- There should be less "overall" meetings in a year time.
- Processes are often not clear and sharp enough.
- WHAT DISLIKE...? FORGET ABOUT IT (SO TO SPEAK).
- None
- Two many professors, not enough producers. Need to focus on understanding key stakeholder requirements, setting and delivering on expectations, NOT how good the food a particular OGF event is
- It is sometimes not really good documented what some groups are good for. Charters should describe in more detail what the groups intend to do and what they are working on, which benefits will result from the work etc. If you don't have the time to read GWD documents in advance it's not easy to follow group discussions. "Technical short informations" (4 to 6 pages) would be helpful.
- Industry is reluctant to join. Marketing could be better.
- The focus on "architecture" (OGSA) that doesn't make any progress and that contributes little to other working groups.
- Not focused enough; work takes a long time and often is irrelevant when completed
- No validation of proposed standards in terms of production software. Attempts to use prior standards resulted in unusable software.
- The lack of clarity over processes - not whether they are open, but who to contact about what; who can make which decisions within the organisation. Also, the lack of organisational memory about decisions that have supposedly been made, with new people challenging what has gone before
- On a different note, there are two many working group chairs and not enough working group contributors. Nor are there enough reviewers for the documents that do get produced. There are over 60 published documents; what are they all for?
- Price of plenary meetings; attitude of area directors
- Significant overlap between working groups, leading to standards which lack interoperability
- A little theoretical (new field)
- Not enough outreach and communications across the community
- Pace
- There are too many chiefs and not enough indians, and the GFSG is filled with people who are not leaders (or even effective managers), so it's drifting

- Unproductive meetings. High cost of participation.
- The difficulties in keeping people engaged in their activities and in motivating them to produce the expected results within the planned timeframe.
- Trying to set standards is one thing, getting it to work, deployed, maintained, operational, usable and stuff like that in both academic and industry is another. I miss the focus on something useful. Purely going for the standard first and gaining experiences with the new standard is a whole other thing. And as I see it, this is out of the scope of OGF and I think it would be best to embrace that part too.
- The implementation
- too much propaganda
- That I can not visit each OGF meeting due to budget reasons, but I can't blame OGF for this ;)
- academic research network is not include in education session too much
- Expense (and environmental costs) of traveling to meetings around the world. Use of the term "intellectual property" is widespread in OGF and is highly misleading (http://www.fsf.org/licensing/essays/not-ipr.xhtml)
- Same-o Same-o with respect to venue and methods.
- Lack of consistency
- Overemphasizing OGSA efforts to make it synonymous with GGF and unintentionally making other activities less important or "glamorous".
- It's ineffective. How many widely adopted grid standards has the GGF/OGF produced? Globus doesn't count.
- Too many sessions at once OR same session gets repeated even though they say I, II.
- Processes in the working groups are sometimes overly cumbersome, and there seems to be too little direction from OGF leadership as far as what needs to be done or where effort might be duplicated among WGs.
- Lacking in enterprise end users and does not reflect their needs. Lack of actionable deliverables for enterprises. Lack of coherence.
- 1000 blooms need to be tended to provide the right hybrids :o)
- Things move very slowly, far more slowly than then both need to and should.
- Nothing (I am new)
- Would love to see faster progress and better collection of use cases.

Q12. What suggestions do you have to improve OGF?

- Better communication
- Get better acknowledgement and involvement of vendors and end users!
- Be stable! Reliable! Even with limited focus. And: find a one-sentence Grid definition, finally!
- Invent more new specifications which can be used by entire computing industry - look beyond traditional grids and consider massive adhoc grids which can transform the internet....taking knowledge of current grid computing and refactoring beyond job control to realized the full vision of distributed computer, perhaps by creating the meta-OS specification, etc.
- Don't change much...possibly involve public sector interests a bit more.
- Reduce cost of conferences. Consider having "tiered" conferences aimed at newcomers more frequently and at more locations. Improve transparency of decision-making and accountability of OGF high-level leaders.
- Settle on a set of communication tools and stay there, then put more effort into facilitating communication and collaboration across the membership (academic, research, and industrial).
- We should go for more often WG F2F meetings and 3 overall sessions each 2 years...

- Tighten standards processes, give WGs a helpful guide to WG Project Management for their benefit. Better marketing (what about a regular column in GRIDtoday about "OGFs View" ?)...
- Increase impact of community best practices. Reduce the number of meetings to two per year.
- PVM (NETLIB DOT ORG, CSM DOT ORNL DOT GOV, COMP DOT PARALLEL DOT PVM), ALSO A LOOK TO P2PTV.
- Not eligible to comment as of now. Will do as I get more involved.
- Simplify, simplify, simplify; focus on doing a few things well, plan for wins and results, don't be afraid to lead
- Provide better accessibility to people outside OGF; improved website, better marketing of tackled use-case scenarios
- Stay focused on well defined problem areas and don't try to make an architecture to unify it all.
- More comparison of implementations
- Drop the chairs appreciation night. It makes everyone else feel unappreciated and suggests that chairs are or should be the only people doing work.
- Improve your management processes (whether democratic or otherwise).
- Continue to streamline processes
- More involvement in real projects
- Support the regional forums
- Encourage rapid prototyping of interfaces.
- None - good work!
- Figure out how to engage the software providers and the people building grids. Stop pandering to companies who send 4-6 people while at the same time ignoring grid projects who send even more people to participate!
- Strengthen contacts with industrial partners.
- Leave the OGF centric 'gilt cage' and inspect OGF's actions from a customers point of view.
- The 'true believers' in Grids are not the only customers, even if they are important.
- Focus more on the technical work
- Can't say. Since GGF -> OGF I had no opportunity to visit OGF meetings.
- Exchanging more information between small country
- Perhaps live audio and video streams (in Free-Software-compatible formats), and even IRC text transcripts, would help to allow more people to follow the proceedings of the meetings in real-time.
- Would like to see more actual engineering, plug fests etc...
- Have more oversight on some of the groups to see that progress is being made and people engaged. All to often it seem that a group gets started that people want to see results, yet nothing happens
- The OGF has to align itself as a standards body, not a research organization. Until the OGF is taken seriously as a standards body, it has no clout in the industry.
- Its OK to reduce no. of Days for the event, but it is important to have distinct session and stream line the sessions; also have breaks to interested parties to continue their discussion.
- Area directors should be chosen more quickly, and should be encouraged to actively participate in WGs in their area to ensure timely, appropriate delivery of related documents/standards.
- More timely and relevant standards for enterprise end users.
- Given that this is an army of volunteers it is going to be hard. Getting some standards approved, in industrial products and in use with customers will be a huge help in this regard.
- Submit, for example, a monthly summary information (one chart) about the progress-status of the different working groups.
- Nothing for the moment (I am new)
- Better collection of use cases for public consumption.

The following 3 graphs are the result of cross-tabulations made to further analyze the data:

1. Overall Satisfaction by Activity Level
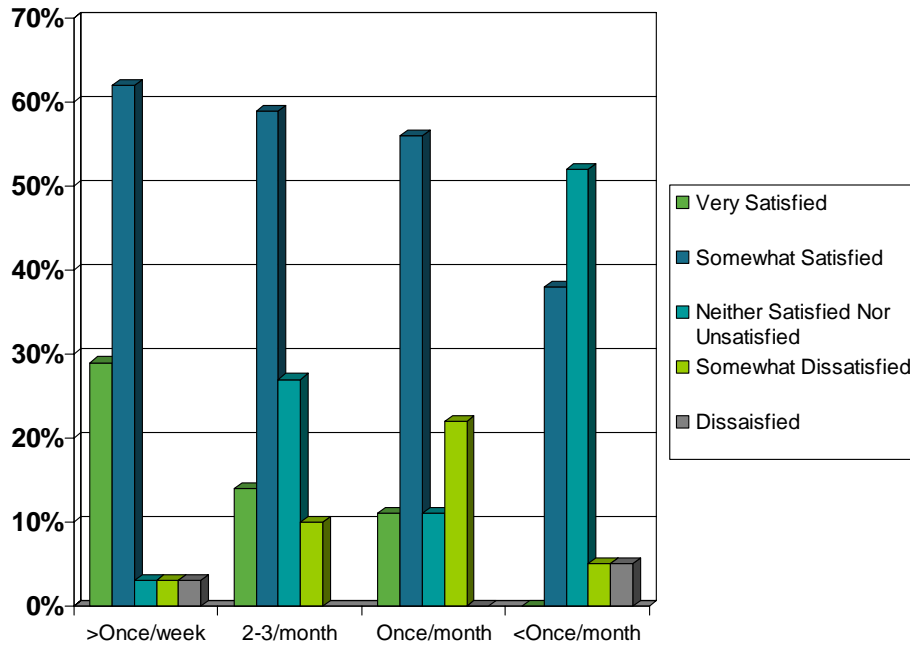
2. Overall Satisfaction by Role
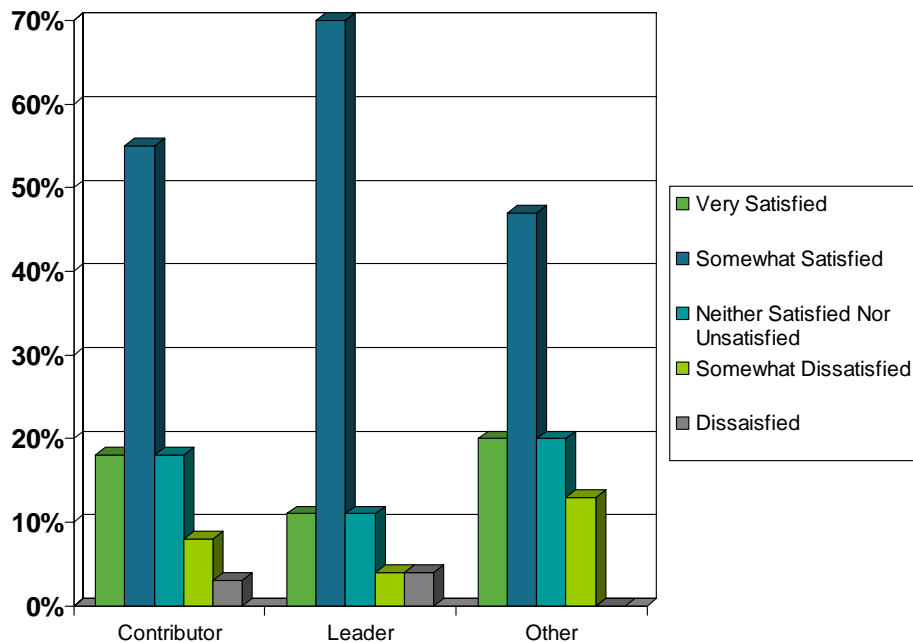
3. Overall Satisfaction by Years of Membership