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Dirty tactics against LibreOffice in public administration, and how to overcome them

- Otto Kekäläinen
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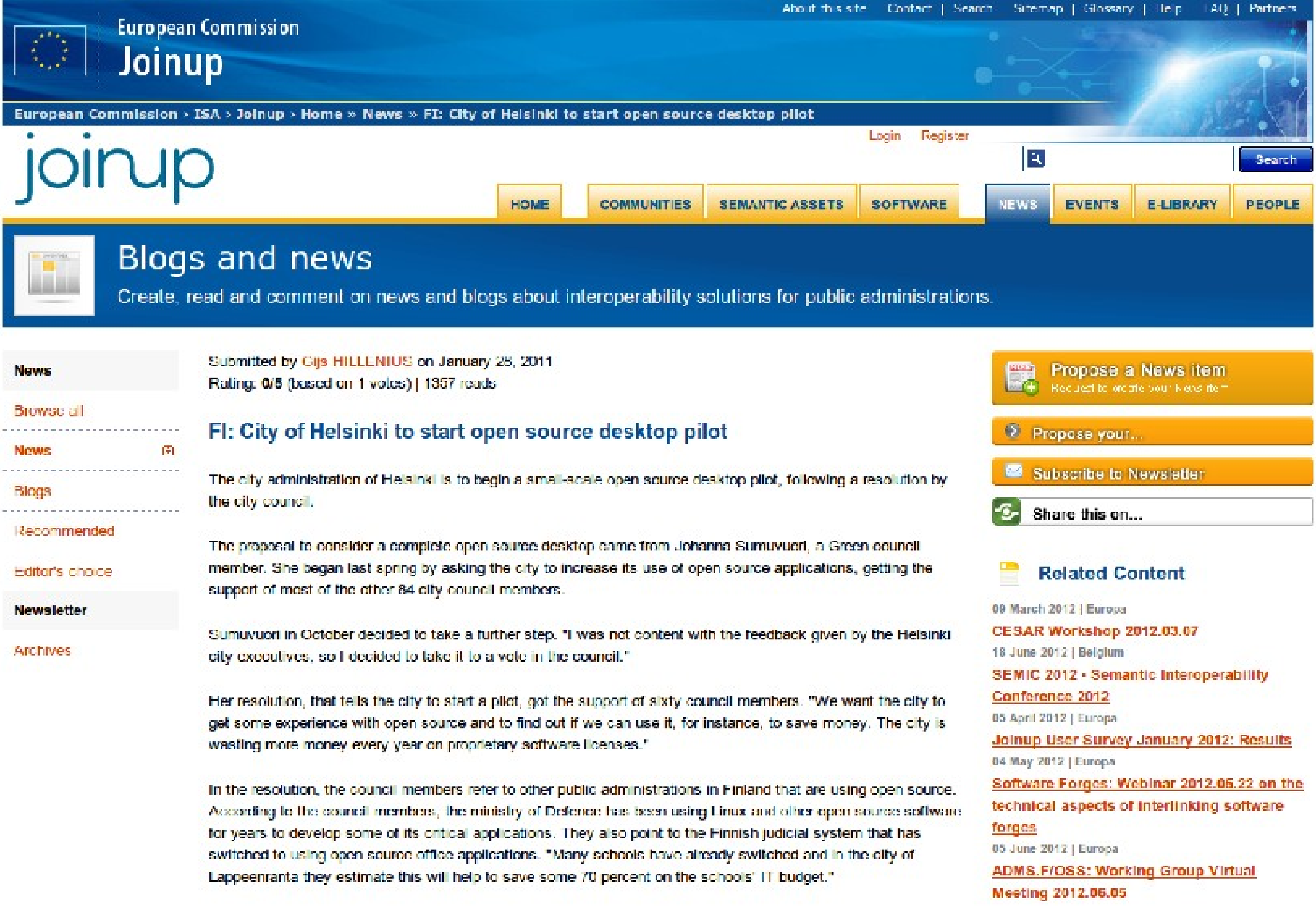
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Submitted by Gijs HILLENIUS on January 25, 2011
Rating: 0/5 (based on 1 votes) | 1357 reads

FI: City of Helsinki to start open source desktop pilot

The city administration of Helsinki is to begin a small-scale open source desktop pilot, following a resolution by the city council.

The proposal to consider a complete open source desktop came from Johanna Sumuvuori, a Green council member. She began last spring by asking the city to increase its use of open source applications, getting the support of most of the other 84 city council members.

Sumuvuori in October decided to take a further step. "I was not content with the feedback given by the Helsinki city executives, so I decided to take it to a vote in the council."

Her resolution, that tells the city to start a pilot, got the support of sixty council members. "We want the city to get some experience with open source and to find out if we can use it, for instance, to save money. The city is wasting more money every year on proprietary software licenses."

In the resolution, the council members refer to other public administrations in Finland that are using open source. According to the council members, the ministry of Defence has been using Linux and other open source software for years to develop some of its critical applications. They also point to the Finnish judicial system that has switched to using open source office applications. "Many schools have already switched and in the city of Lappeenranta they estimate this will help to save some 70 percent on the schools' IT budget."

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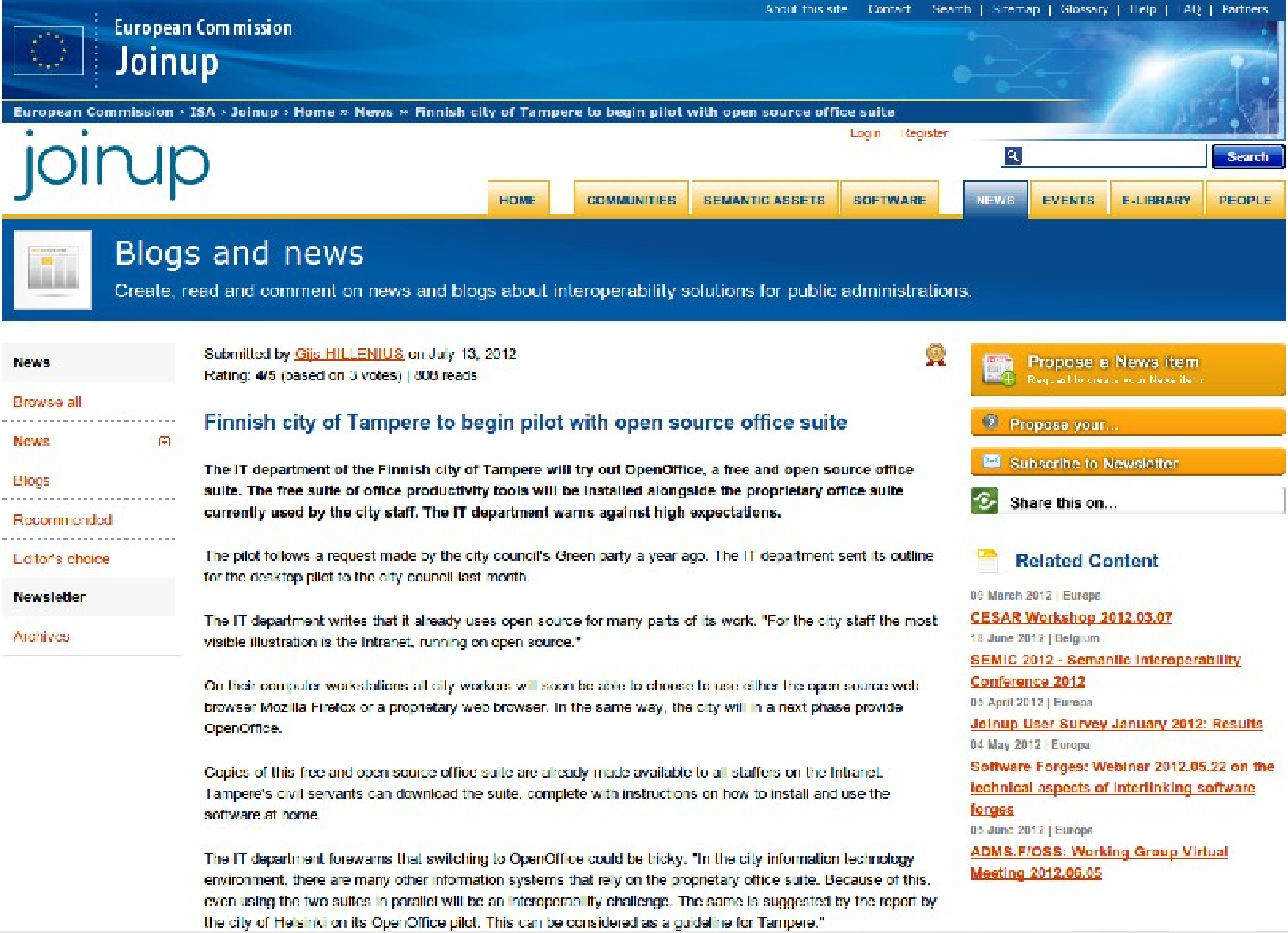
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Submitted by Gijs HILLENIUS on July 13, 2012
Rating: 4/5 (based on 3 votes) | 808 reads

Finnish city of Tampere to begin pilot with open source office suite

The IT department of the Finnish city of Tampere will try out OpenOffice, a free and open source office suite. The free suite of office productivity tools will be installed alongside the proprietary office suite currently used by the city staff. The IT department warns against high expectations.

The pilot follows a request made by the city council's Green party a year ago. The IT department sent its outline for the desktop pilot to the city council last month.

The IT department writes that it already uses open source for many parts of its work. "For the city staff the most visible illustration is the Intranet, running on open source."

On their computer workstations all city workers will soon be able to choose to use either the open source web browser Mozilla Firefox or a proprietary web browser. In the same way, the city will in a next phase provide OpenOffice.

Copies of this free and open source office suite are already made available to all staffers on the Intranet. Tampere's civil servants can download the suite, complete with instructions on how to install and use the software at home.

The IT department forewarns that switching to OpenOffice could be tricky. "In the city information technology environment, there are many other information systems that rely on the proprietary office suite. Because of this, even using the two suites in parallel will be an interoperability challenge. The same is suggested by the report by the city of Helsinki on its OpenOffice pilot. This can be considered as a guideline for Tampere."

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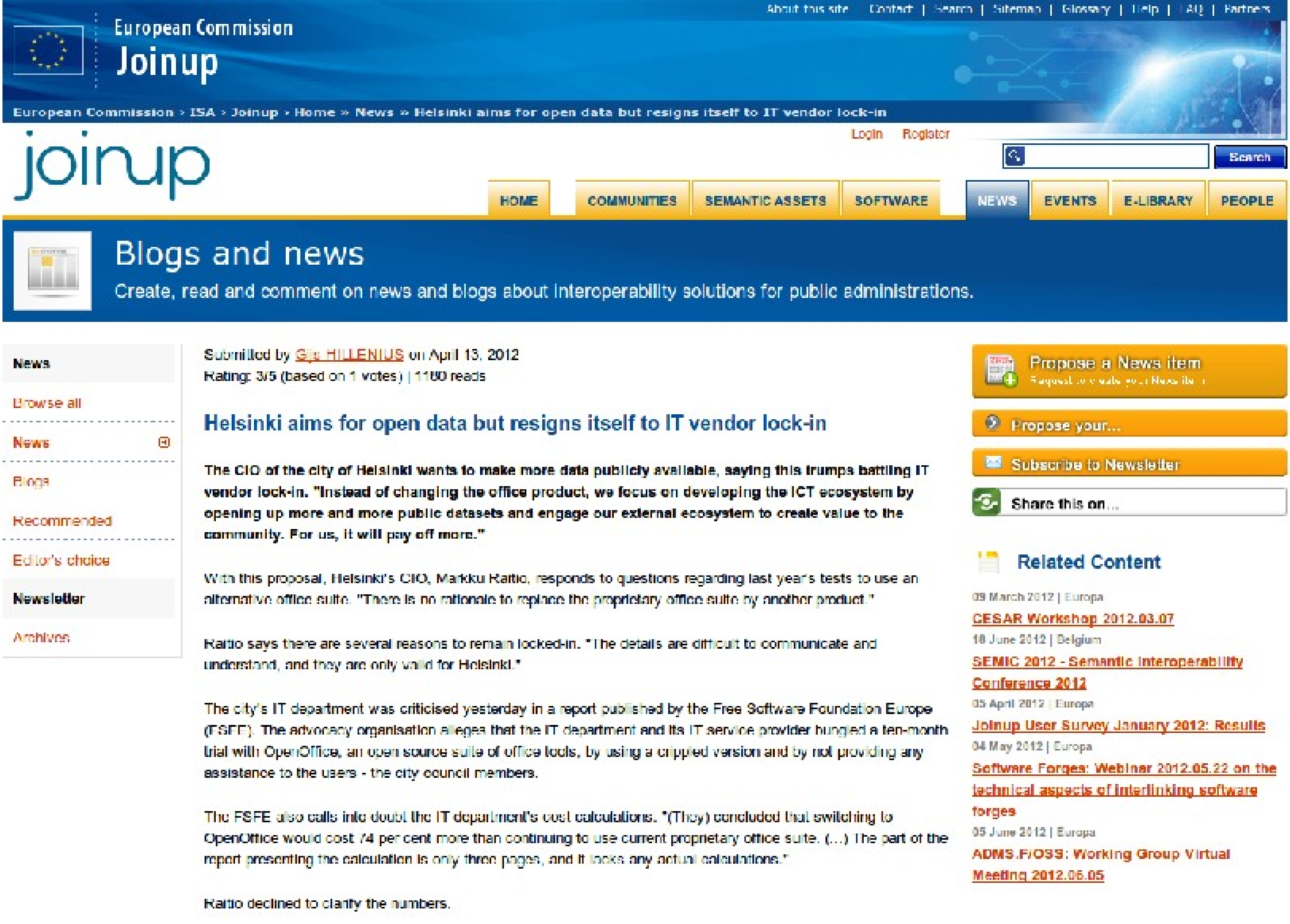
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Submitted by Gijs HILLENIUS on April 13, 2012
Rating: 3/5 (based on 1 votes) | 1180 reads

Helsinki aims for open data but resigns itself to IT vendor lock-in

The CIO of the city of Helsinki wants to make more data publicly available, saying this trumps battling IT vendor lock-in. "Instead of changing the office product, we focus on developing the ICT ecosystem by opening up more and more public datasets and engage our external ecosystem to create value to the community. For us, it will pay off more."

With this proposal, Helsinki's CIO, Markku Raitio, responds to questions regarding last year's tests to use an alternative office suite. "There is no rationale to replace the proprietary office suite by another product."

Raitio says there are several reasons to remain locked-in. "The details are difficult to communicate and understand, and they are only valid for Helsinki."

The city's IT department was criticised yesterday in a report published by the Free Software Foundation Europe (FSFE). The advocacy organisation alleges that the IT department and its IT service provider bungled a ten-month trial with OpenOffice, an open source suite of office tools, by using a crippled version and by not providing any assistance to the users - the city council members.

The FSFE also calls into doubt the IT department's cost calculations. "(They) concluded that switching to OpenOffice would cost 74 per cent more than continuing to use current proprietary office suite. (...) The part of the report presenting the calculation is only three pages, and it lacks any actual calculations."

Raitio declined to clarify the numbers.

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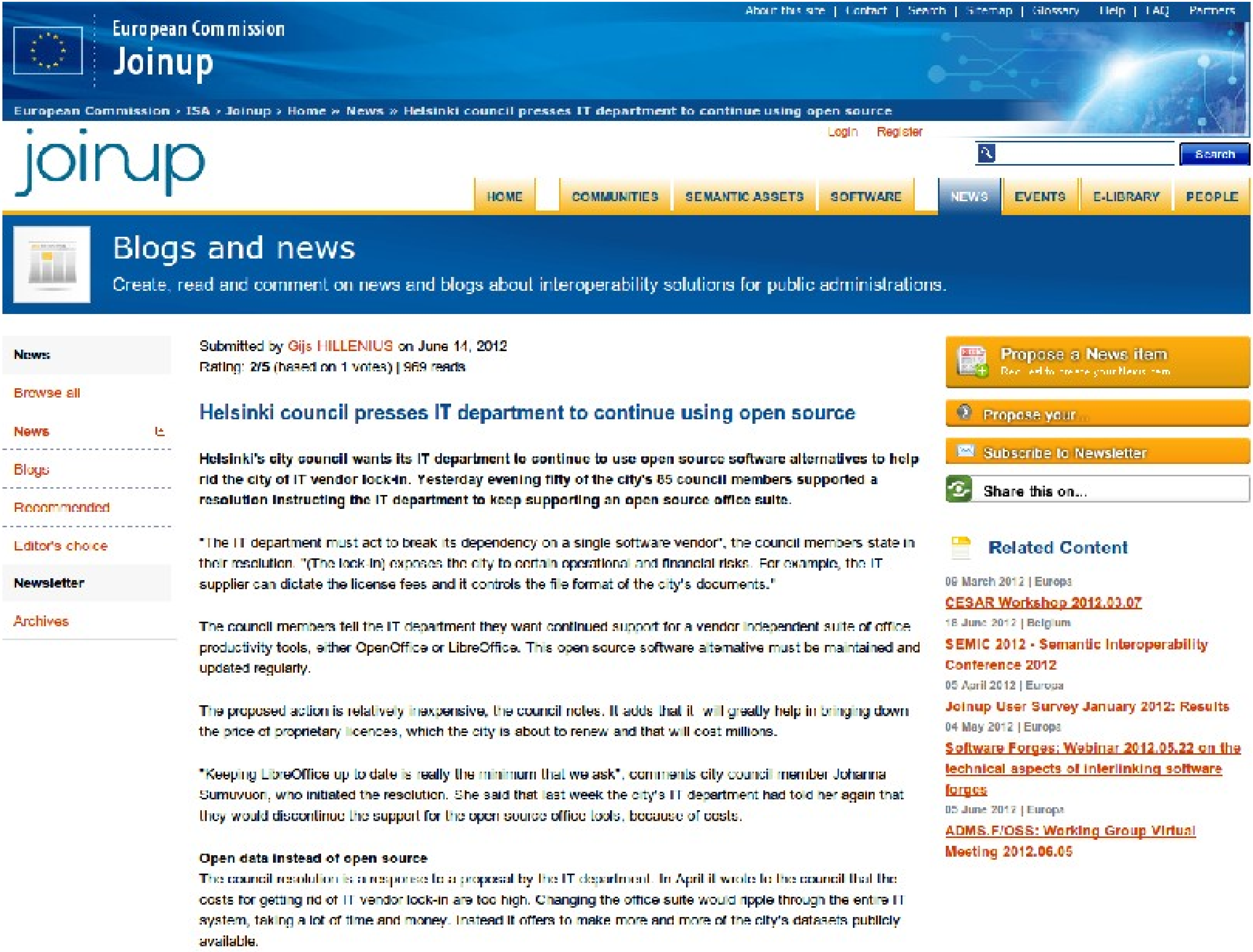
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Submitted by Gijs HILLENIUS on June 14, 2012
Rating: 2/5 (based on 1 votes) | 969 reads

Helsinki council presses IT department to continue using open source

Helsinki's city council wants its IT department to continue to use open source software alternatives to help rid the city of IT vendor lock-in. Yesterday evening fifty of the city's 85 council members supported a resolution instructing the IT department to keep supporting an open source office suite.

"The IT department must act to break its dependency on a single software vendor", the council members state in their resolution. "(The lock-in) exposes the city to certain operational and financial risks. For example, the IT supplier can dictate the license fees and it controls the file format of the city's documents."

The council members tell the IT department they want continued support for a vendor independent suite of office productivity tools, either OpenOffice or LibreOffice. This open source software alternative must be maintained and updated regularly.

The proposed action is relatively inexpensive, the council notes. It adds that it will greatly help in bringing down the price of proprietary licences, which the city is about to renew and that will cost millions.

"Keeping LibreOffice up to date is really the minimum that we ask", comments city council member Johanna Sumuvuori, who initiated the resolution. She said that last week the city's IT department had told her again that they would discontinue the support for the open source office tools, because of costs.

Open data instead of open source

The council resolution is a response to a proposal by the IT department. In April it wrote to the council that the costs for getting rid of IT vendor lock-in are too high. Changing the office suite would ripple through the entire IT system, taking a lot of time and money. Instead it offers to make more and more of the city's datasets publicly available.

News items at
joinup.ec.europa.eu and fsfe.org/fi/

It is possible

Ministry of Justice in Finland 2003→

Martti Karjalainen:
Large-scale migration to an open source office suite: An innovation adoption study in Finland

Academic dissertation,
Depatment of Computer sciences,
University of Tampere
ISBN 978-951-44-8216-8 (pdf)
http://acta.uta.fi/pdf/978-951-44-8216-8.pdf

Migration 2003-2010

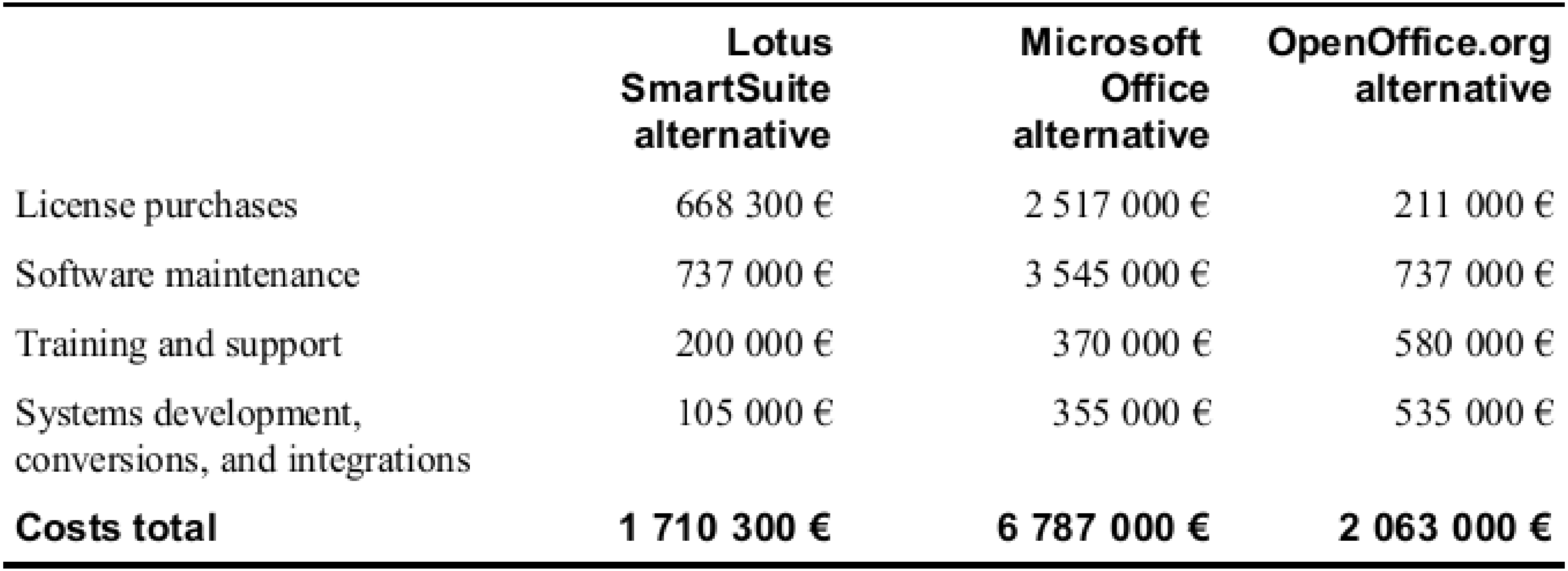
> “The study addresses several practically important issues involved in the adoption of open source, e.g., the analysis of software functionality and interoperability, cost evaluations, installation and configuration issues, local language support issues, additional tools to support the migration, user training and support, technical support, and software usage measurements.”

Karjalainen 2010, page 3

“For IS practice, the study shows that the transition to an open source office suite is feasible in a large-scale context and that substantial benefits can be achieved as the result of the transition.”

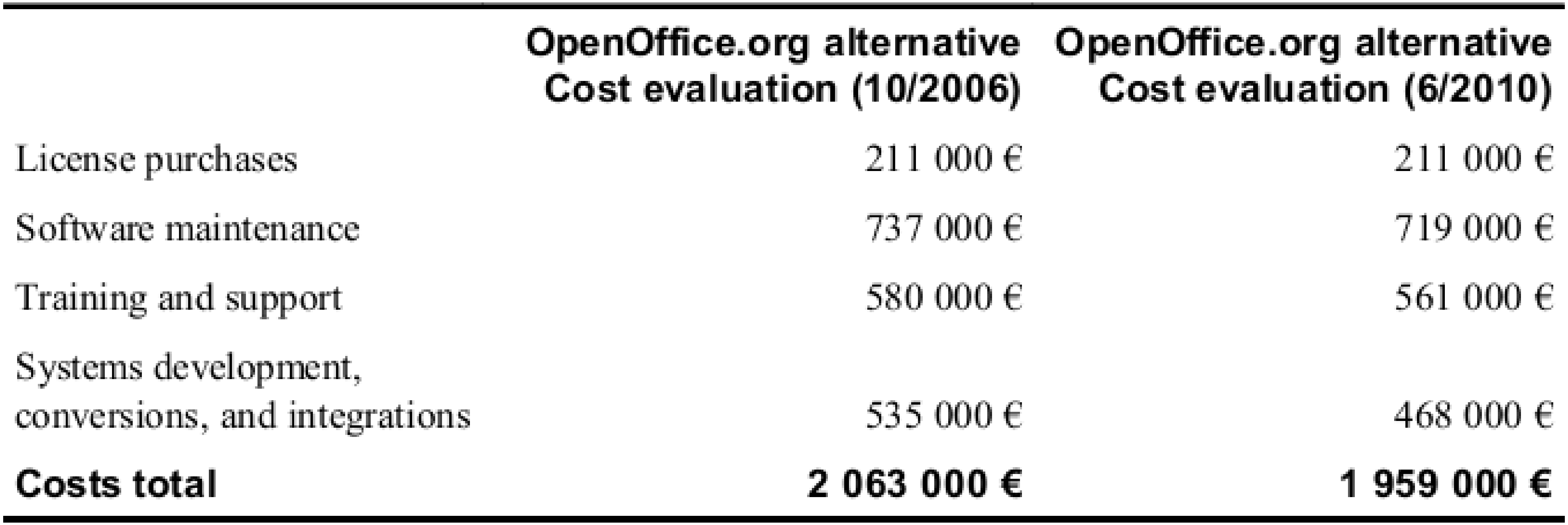
Karjalainen 2010, page 3

M. Karjalainen, Large-scale migration to an open source office suite: An innovation adoption study in Finland



	Lotus SmartSuite alternative	Microsoft Office alternative	OpenOffice.org alternative
License purchases	668 300 €	2 517 000 €	211 000 €
Software maintenance	737 000 €	3 545 000 €	737 000 €
Training and support	200 000 €	370 000 €	580 000 €
Systems development, conversions, and integrations	105 000 €	355 000 €	535 000 €
Costs total	**1 710 300 €**	**6 787 000 €**	**2 063 000 €**

Table 6-4. The revised costs of the migration alternatives 2006-2011



	OpenOffice.org alternative Cost evaluation (10/2006)	OpenOffice.org alternative Cost evaluation (6/2010)
License purchases	211 000 €	211 000 €
Software maintenance	737 000 €	719 000 €
Training and support	580 000 €	561 000 €
Systems development, conversions, and integrations	535 000 €	468 000 €
Costs total	**2 063 000 €**	**1 959 000 €**

Table 9-2. OpenOffice.org migration and deployment costs 2006-2011

“The first 4 years have not brought any special cost surprises in the migration [..]”

Karjalainen 2010, page 187

> “However, it can be noted that during the years 2006-2009 the number of workstation computers had increased from 10 500 to 11 600 in the organization. Due to the benefits of open source licensing, the increase of workstations did not involve increases in the office suite licensing costs.”

Karjalainen 2010, page 187-188

?

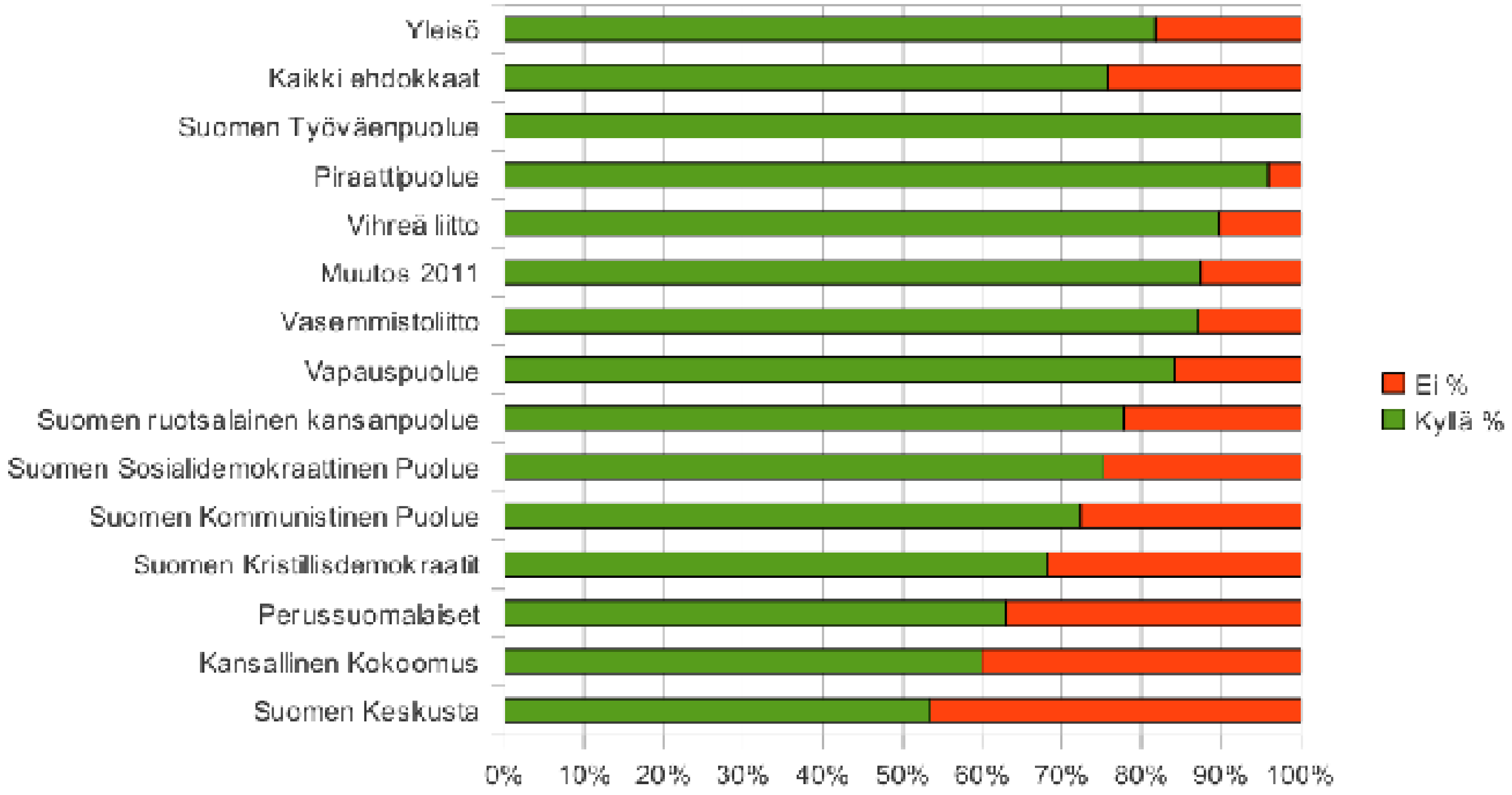
Technical issues?

Lack of support services?

Lack of political support?

Should the government prefer open source software in IT procurement? General public >80%, candidates >70% and even the least pro-open party >50% says YES

Pitäisikö valtion suosia avoimen lähdekoodin ohjelmistoja (esim. Linux ja OpenOffice) ICT-hankinnoissaan, vaikka niitä ei heti voisikaan hyödyntää täysipainoisesti?



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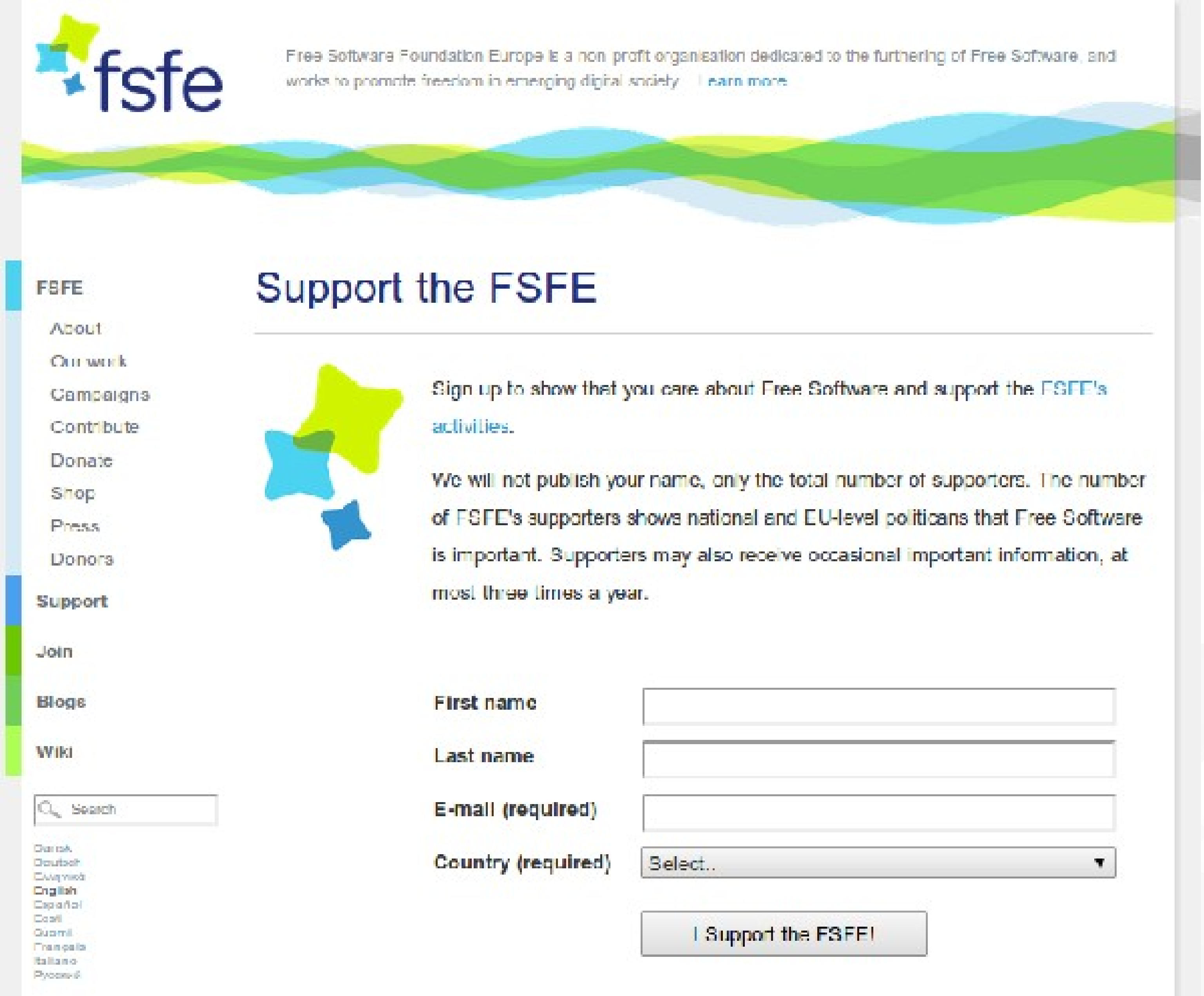
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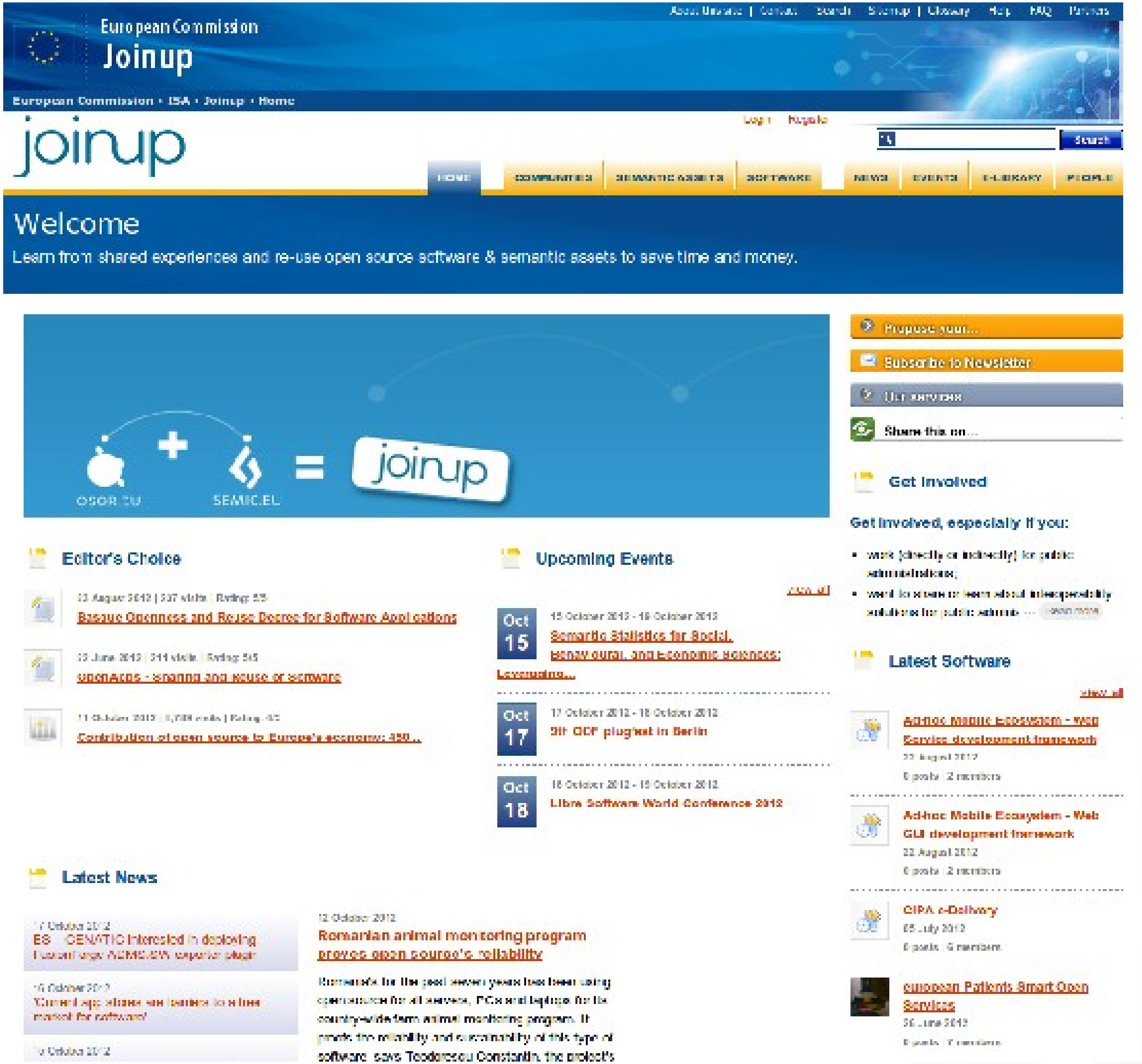
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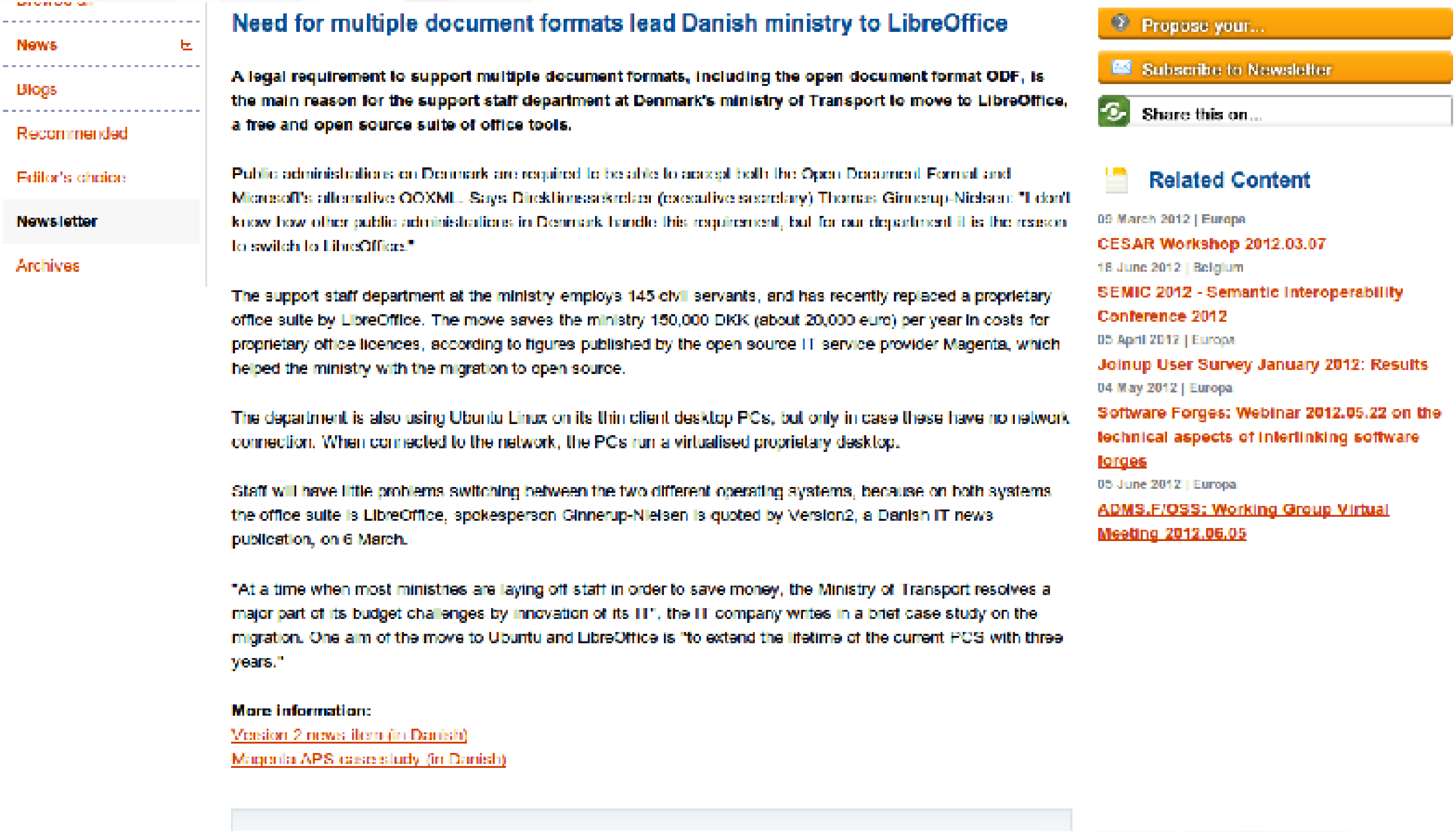

Need for multiple document formats lead Danish ministry to LibreOffice

A legal requirement to support multiple document formats, including the open document format ODF, is the main reason for the support staff department at Denmark's ministry of Transport to move to LibreOffice, a free and open source suite of office tools.

Public administrations in Denmark are required to be able to accept both the Open Document Format and Microsoft's alternative OOXML. Says Direktionssekretær (executive secretary) Thomas Ginnerup-Nielsen: "I don't know how other public administrations in Denmark handle this requirement, but for our department it is the reason to switch to LibreOffice."

The support staff department at the ministry employs 145 civil servants, and has recently replaced a proprietary office suite by LibreOffice. The move saves the ministry 150,000 DKK (about 20,000 euro) per year in costs for proprietary office licences, according to figures published by the open source IT service provider Magenta, which helped the ministry with the migration to open source.

The department is also using Ubuntu Linux on its thin client desktop PCs, but only in case these have no network connection. When connected to the network, the PCs run a virtualised proprietary desktop.

Staff will have little problems switching between the two different operating systems, because on both systems the office suite is LibreOffice, spokesperson Ginnerup-Nielsen is quoted by Version2, a Danish IT news publication, on 6 March.

"At a time when most ministries are laying off staff in order to save money, the Ministry of Transport resolves a major part of its budget challenges by innovation of its IT", the IT company writes in a brief case study on the migration. One aim of the move to Ubuntu and LibreOffice is "to extend the lifetime of the current PCS with three years."

More information:
Version 2 news item (in Danish)
Magenta APS case study (in Danish)

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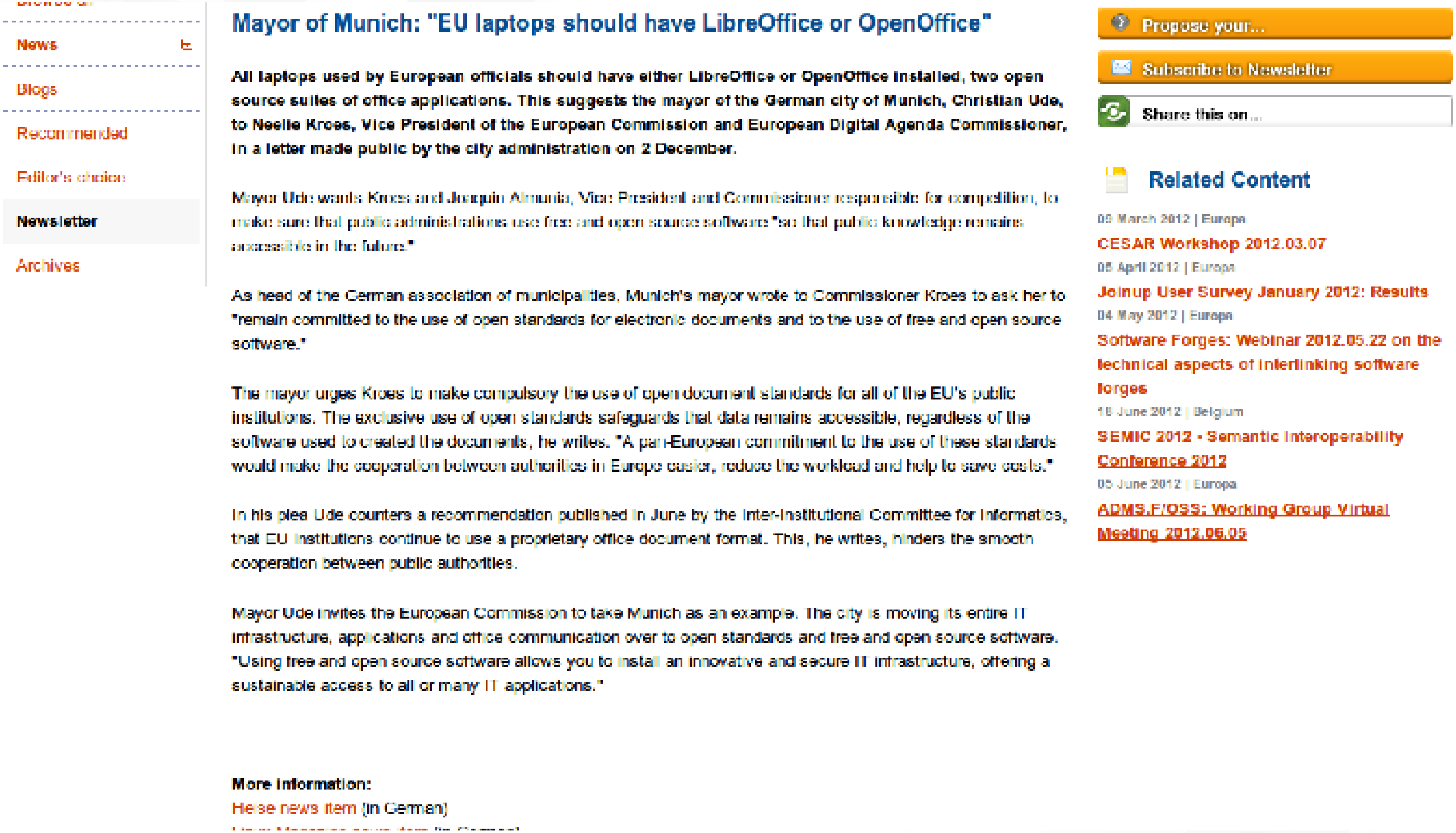

Mayor of Munich: "EU laptops should have LibreOffice or OpenOffice"

All laptops used by European officials should have either LibreOffice or OpenOffice installed, two open source suites of office applications. This suggests the mayor of the German city of Munich, Christian Ude, to Neelie Kroes, Vice President of the European Commission and European Digital Agenda Commissioner, in a letter made public by the city administration on 2 December.

Mayor Ude wants Kroes and Joaquin Almunia, Vice President and Commissioner responsible for competition, to make sure that public administrations use free and open source software "so that public knowledge remains accessible in the future."

As head of the German association of municipalities, Munich's mayor wrote to Commissioner Kroes to ask her to "remain committed to the use of open standards for electronic documents and to the use of free and open source software."

The mayor urges Kroes to make compulsory the use of open document standards for all of the EU's public institutions. The exclusive use of open standards safeguards that data remains accessible, regardless of the software used to created the documents, he writes. "A pan-European commitment to the use of these standards would make the cooperation between authorities in Europe easier, reduce the workload and help to save costs."

In his plea Ude counters a recommendation published in June by the Inter-Institutional Committee for Informatics, that EU institutions continue to use a proprietary office document format. This, he writes, hinders the smooth cooperation between public authorities.

Mayor Ude invites the European Commission to take Munich as an example. The city is moving its entire IT infrastructure, applications and office communication over to open standards and free and open source software. "Using free and open source software allows you to install an innovative and secure IT infrastructure, offering a sustainable access to all or many IT applications."

More information:

Heise news item (in German)

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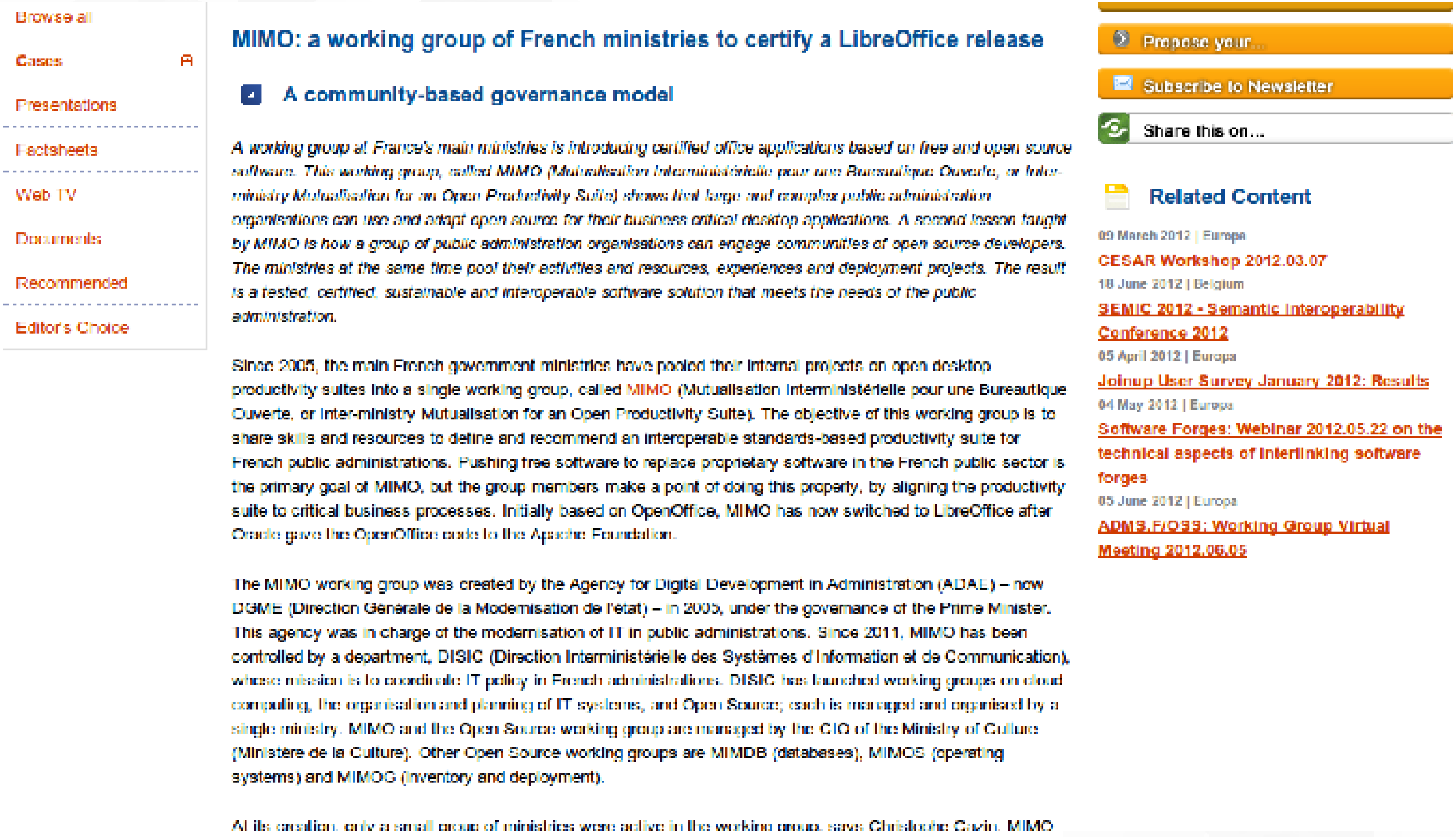

MIMO: a working group of French ministries to certify a LibreOffice release

A community-based governance model

A working group at France's main ministries is introducing certified office applications based on free and open source software. This working group, called MIMO (Mutualisation Interministérielle pour une Bureautique Ouverte, or Inter-ministry Mutualisation for an Open Productivity Suite) shows that large and complex public administration organisations can use and adapt open source for their business critical desktop applications. A second lesson taught by MIMO is how a group of public administration organisations can engage communities of open source developers. The ministries at the same time pool their activities and resources, experiences and deployment projects. The result is a tested, certified, sustainable and interoperable software solution that meets the needs of the public administration.

Since 2005, the main French government ministries have pooled their internal projects on open desktop productivity suites into a single working group, called MIMO (Mutualisation Interministérielle pour une Bureautique Ouverte, or Inter-ministry Mutualisation for an Open Productivity Suite). The objective of this working group is to share skills and resources to define and recommend an interoperable standards-based productivity suite for French public administrations. Pushing free software to replace proprietary software in the French public sector is the primary goal of MIMO, but the group members make a point of doing this properly, by aligning the productivity suite to critical business processes. Initially based on OpenOffice, MIMO has now switched to LibreOffice after Oracle gave the OpenOffice code to the Apache Foundation.

The MIMO working group was created by the Agency for Digital Development in Administration (ADAE) – now DGME (Direction Générale de la Modernisation de l'état) – in 2005, under the governance of the Prime Minister. This agency was in charge of the modernisation of IT in public administrations. Since 2011, MIMO has been controlled by a department, DISIC (Direction Interministérielle des Systèmes d'Information et de Communication), whose mission is to coordinate IT policy in French administrations. DISIC has launched working groups on cloud computing, the organisation and planning of IT systems, and Open Source; each is managed and organised by a single ministry. MIMO and the Open Source working group are managed by the CIO of the Ministry of Culture (Ministère de la Culture). Other Open Source working groups are MIMDB (databases), MIMOS (operating systems) and MIMOG (inventory and deployment).

At its creation, only a small group of ministries were active in the working group, says Christophe Cazin, MIMO

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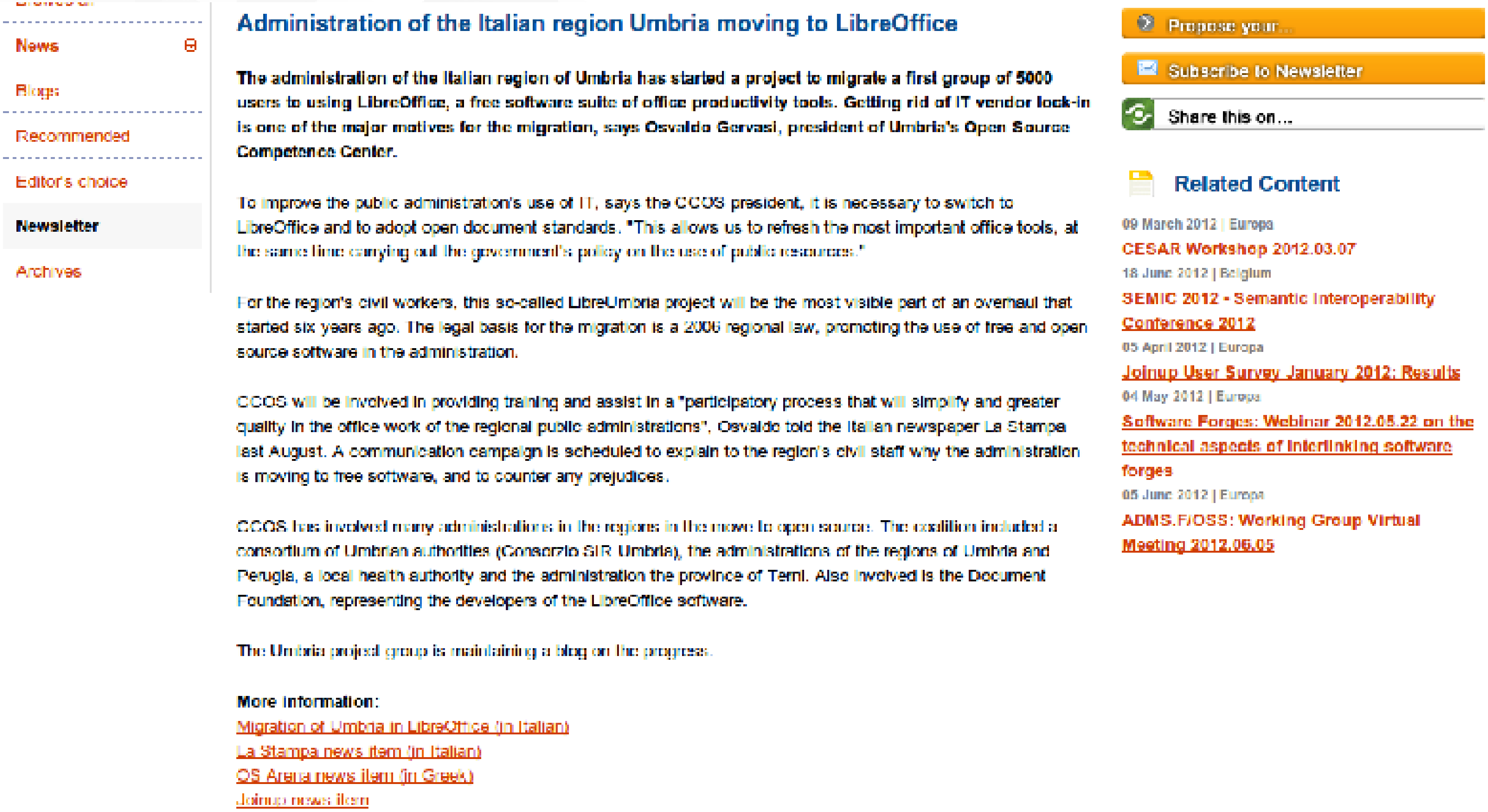

Administration of the Italian region Umbria moving to LibreOffice

The administration of the Italian region of Umbria has started a project to migrate a first group of 5000 users to using LibreOffice, a free software suite of office productivity tools. Getting rid of IT vendor lock-in is one of the major motives for the migration, says Osvaldo Gervasi, president of Umbria's Open Source Competence Center.

To improve the public administration's use of IT, says the CCOS president, it is necessary to switch to LibreOffice and to adopt open document standards. "This allows us to refresh the most important office tools, at the same time carrying out the government's policy on the use of public resources."

For the region's civil workers, this so-called LibreUmbria project will be the most visible part of an overhaul that started six years ago. The legal basis for the migration is a 2006 regional law, promoting the use of free and open source software in the administration.

CCOS will be involved in providing training and assist in a "participatory process that will simplify and greater quality in the office work of the regional public administrations", Osvaldo told the Italian newspaper La Stampa last August. A communication campaign is scheduled to explain to the region's civil staff why the administration is moving to free software, and to counter any prejudices.

CCOS has involved many administrations in the regions in the move to open source. The coalition included a consortium of Umbrian authorities (Consorzio SIR Umbria), the administrations of the regions of Umbria and Perugia, a local health authority and the administration the province of Terni. Also involved is the Document Foundation, representing the developers of the LibreOffice software.

The Umbria project group is maintaining a blog on the progress.

More information:
Migration of Umbria in LibreOffice (in Italian)
La Stampa news item (in Italian)
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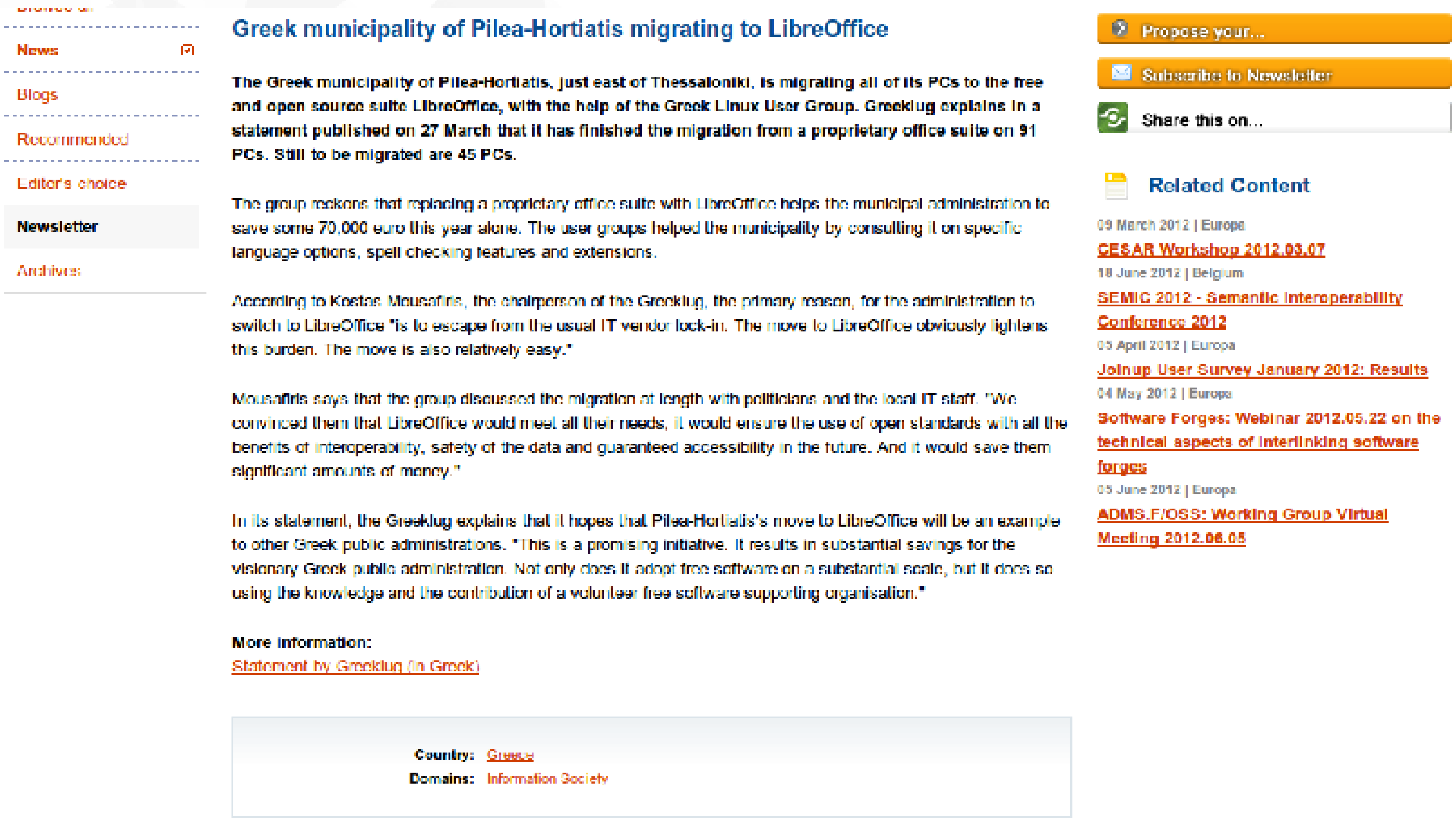

Greek municipality of Pilea-Hortiatis migrating to LibreOffice

The Greek municipality of Pilea-Hortiatis, just east of Thessaloniki, is migrating all of its PCs to the free and open source suite LibreOffice, with the help of the Greek Linux User Group. Greeklug explains in a statement published on 27 March that it has finished the migration from a proprietary office suite on 91 PCs. Still to be migrated are 45 PCs.

The group reckons that replacing a proprietary office suite with LibreOffice helps the municipal administration to save some 70,000 euro this year alone. The user groups helped the municipality by consulting it on specific language options, spell checking features and extensions.

According to Kostas Mousafiris, the chairperson of the Greeklug, the primary reason, for the administration to switch to LibreOffice "is to escape from the usual IT vendor lock-in. The move to LibreOffice obviously lightens this burden. The move is also relatively easy."

Mousafiris says that the group discussed the migration at length with politicians and the local IT staff. "We convinced them that LibreOffice would meet all their needs, it would ensure the use of open standards with all the benefits of interoperability, safety of the data and guaranteed accessibility in the future. And it would save them significant amounts of money."

In its statement, the Greeklug explains that it hopes that Pilea-Hortiatis's move to LibreOffice will be an example to other Greek public administrations. "This is a promising initiative. It results in substantial savings for the visionary Greek public administration. Not only does it adopt free software on a substantial scale, but it does so using the knowledge and the contribution of a volunteer free software supporting organisation."

More information:
Statement by Greeklug (in Greek)

Country: Greece
Domains: Information Society

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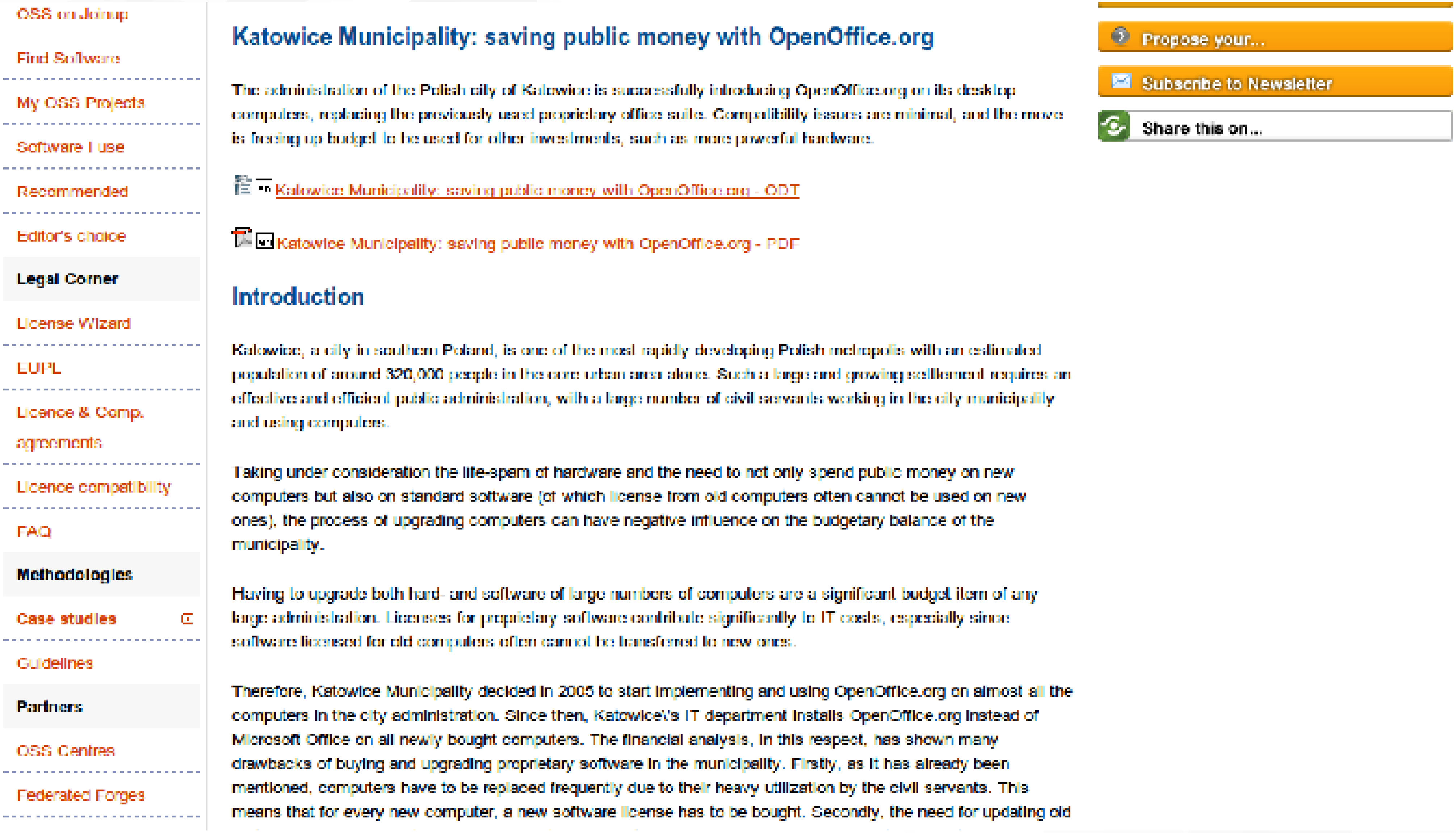

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Katowice Municipality: saving public money with OpenOffice.org

The administration of the Polish city of Katowice is successfully introducing OpenOffice.org on its desktop computers, replacing the previously used proprietary office suite. Compatibility issues are minimal, and the move is freeing up budget to be used for other investments, such as more powerful hardware.

Katowice Municipality: saving public money with OpenOffice.org - ODT

Katowice Municipality: saving public money with OpenOffice.org - PDF

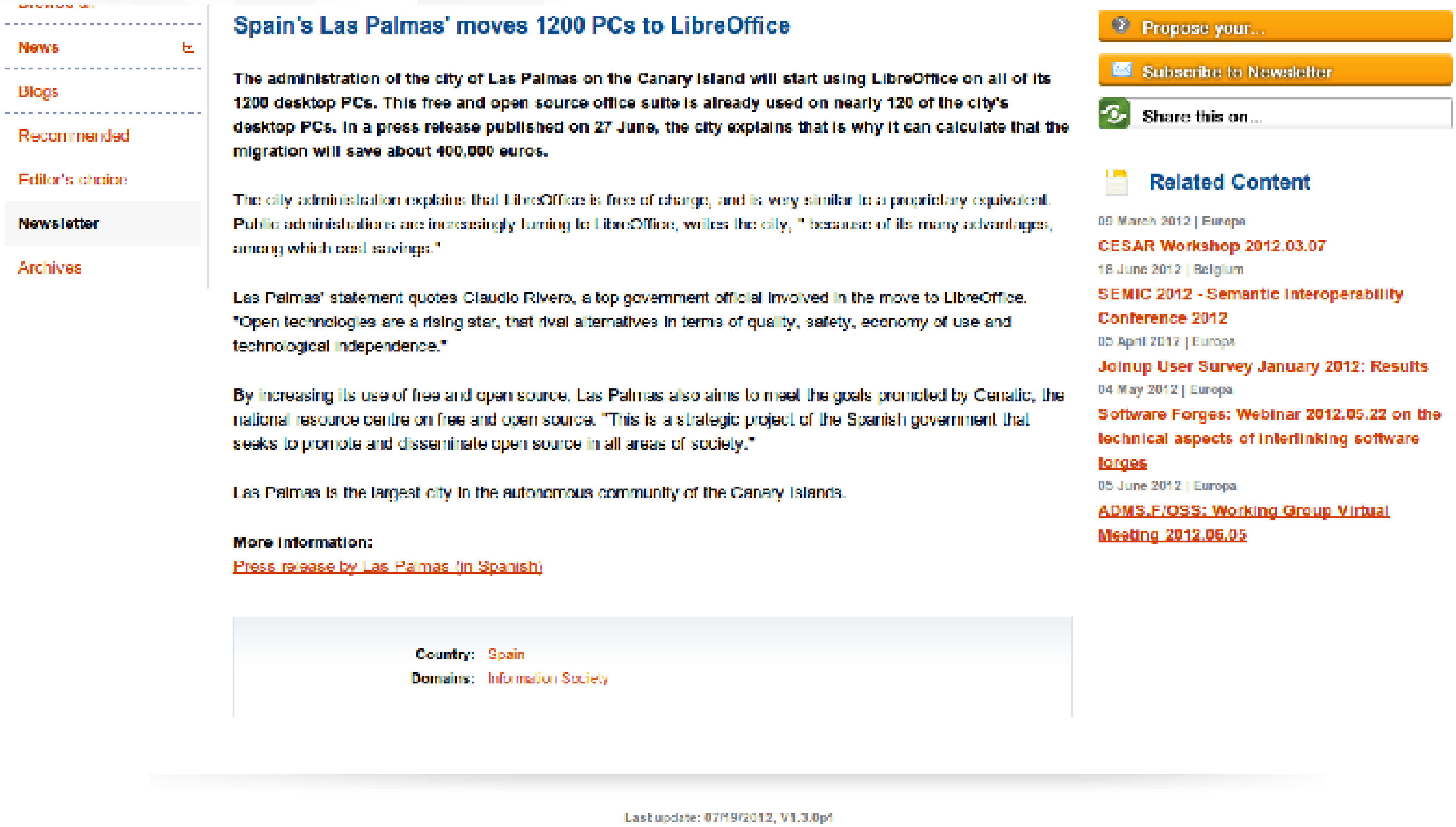
Introduction

Katowice, a city in southern Poland, is one of the most rapidly developing Polish metropolis with an estimated population of around 320,000 people in the core urban area alone. Such a large and growing settlement requires an effective and efficient public administration, with a large number of civil servants working in the city municipality and using computers.

Taking under consideration the life-spam of hardware and the need to not only spend public money on new computers but also on standard software (of which license from old computers often cannot be used on new ones), the process of upgrading computers can have negative influence on the budgetary balance of the municipality.

Having to upgrade both hard- and software of large numbers of computers are a significant budget item of any large administration. Licences for proprietary software contribute significantly to IT costs, especially since software licensed for old computers often cannot be transferred to new ones.

Therefore, Katowice Municipality decided in 2005 to start implementing and using OpenOffice.org on almost all the computers in the city administration. Since then, Katowice's IT department installs OpenOffice.org instead of Microsoft Office on all newly bought computers. The financial analysis, in this respect, has shown many drawbacks of buying and upgrading proprietary software in the municipality. Firstly, as it has already been mentioned, computers have to be replaced frequently due to their heavy utilization by the civil servants. This means that for every new computer, a new software license has to be bought. Secondly, the need for updating old



Spain's Las Palmas' moves 1200 PCs to LibreOffice

The administration of the city of Las Palmas on the Canary Island will start using LibreOffice on all of its 1200 desktop PCs. This free and open source office suite is already used on nearly 120 of the city's desktop PCs. In a press release published on 27 June, the city explains that is why it can calculate that the migration will save about 400,000 euros.

The city administration explains that LibreOffice is free of charge, and is very similar to a proprietary equivalent. Public administrations are increasingly turning to LibreOffice, writes the city, " because of its many advantages, among which cost savings."

Las Palmas' statement quotes Claudio Rivero, a top government official involved in the move to LibreOffice. "Open technologies are a rising star, that rival alternatives in terms of quality, safety, economy of use and technological independence."

By increasing its use of free and open source, Las Palmas also aims to meet the goals promoted by Cenatic, the national resource centre on free and open source. "This is a strategic project of the Spanish government that seeks to promote and disseminate open source in all areas of society."

Las Palmas is the largest city in the autonomous community of the Canary Islands.

More information:
Press release by Las Palmas (in Spanish)

Country: Spain
Domains: Information Society

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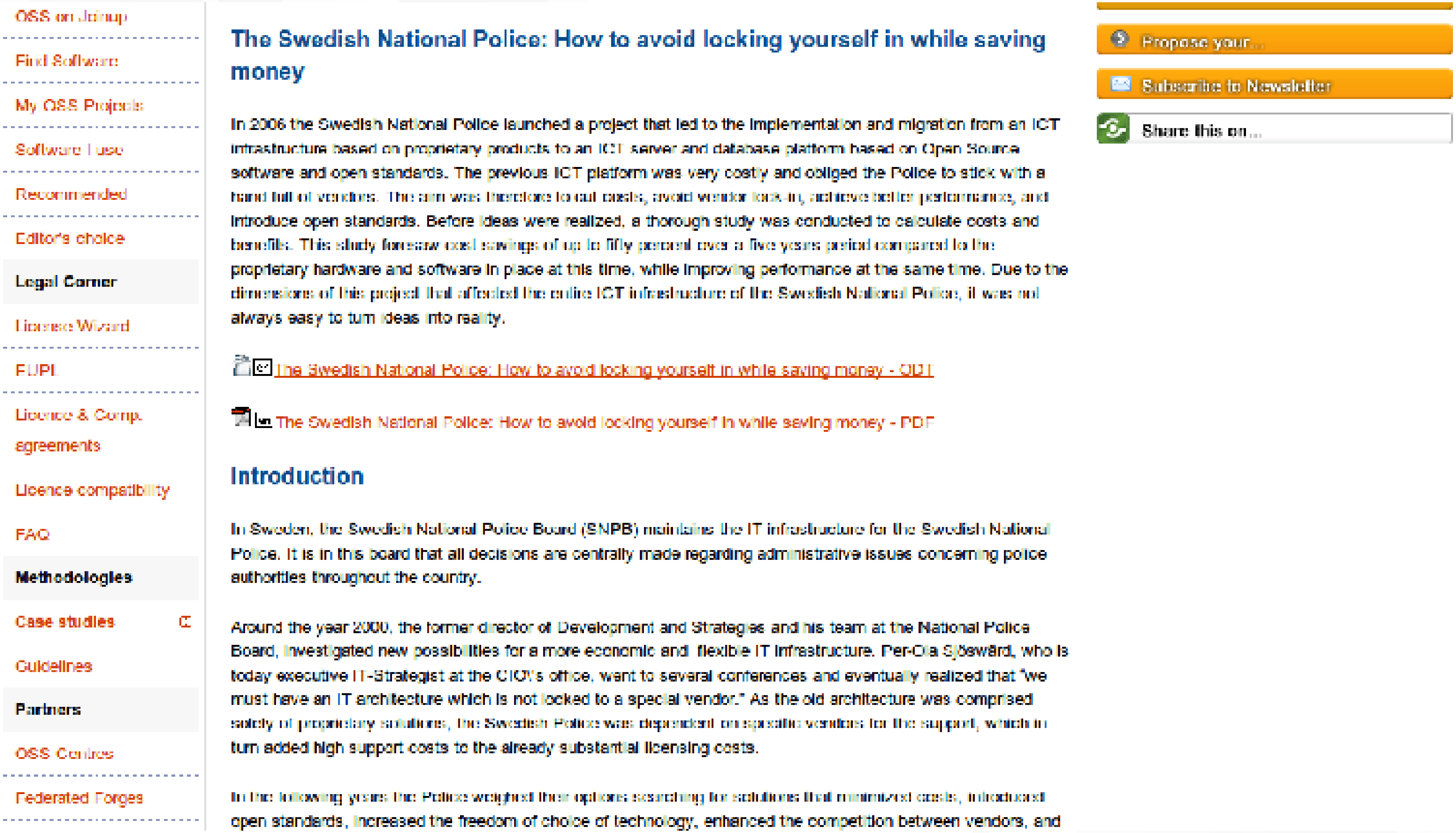
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The Swedish National Police: How to avoid locking yourself in while saving money

In 2006 the Swedish National Police launched a project that led to the implementation and migration from an ICT infrastructure based on proprietary products to an ICT server and database platform based on Open Source software and open standards. The previous ICT platform was very costly and obliged the Police to stick with a hand full of vendors. The aim was therefore to cut costs, avoid vendor lock-in, achieve better performance, and introduce open standards. Before ideas were realized, a thorough study was conducted to calculate costs and benefits. This study foresaw cost savings of up to fifty percent over a five years period compared to the proprietary hardware and software in place at this time, while improving performance at the same time. Due to the dimensions of this project that affected the entire ICT infrastructure of the Swedish National Police, it was not always easy to turn ideas into reality.

The Swedish National Police: How to avoid locking yourself in while saving money - ODT

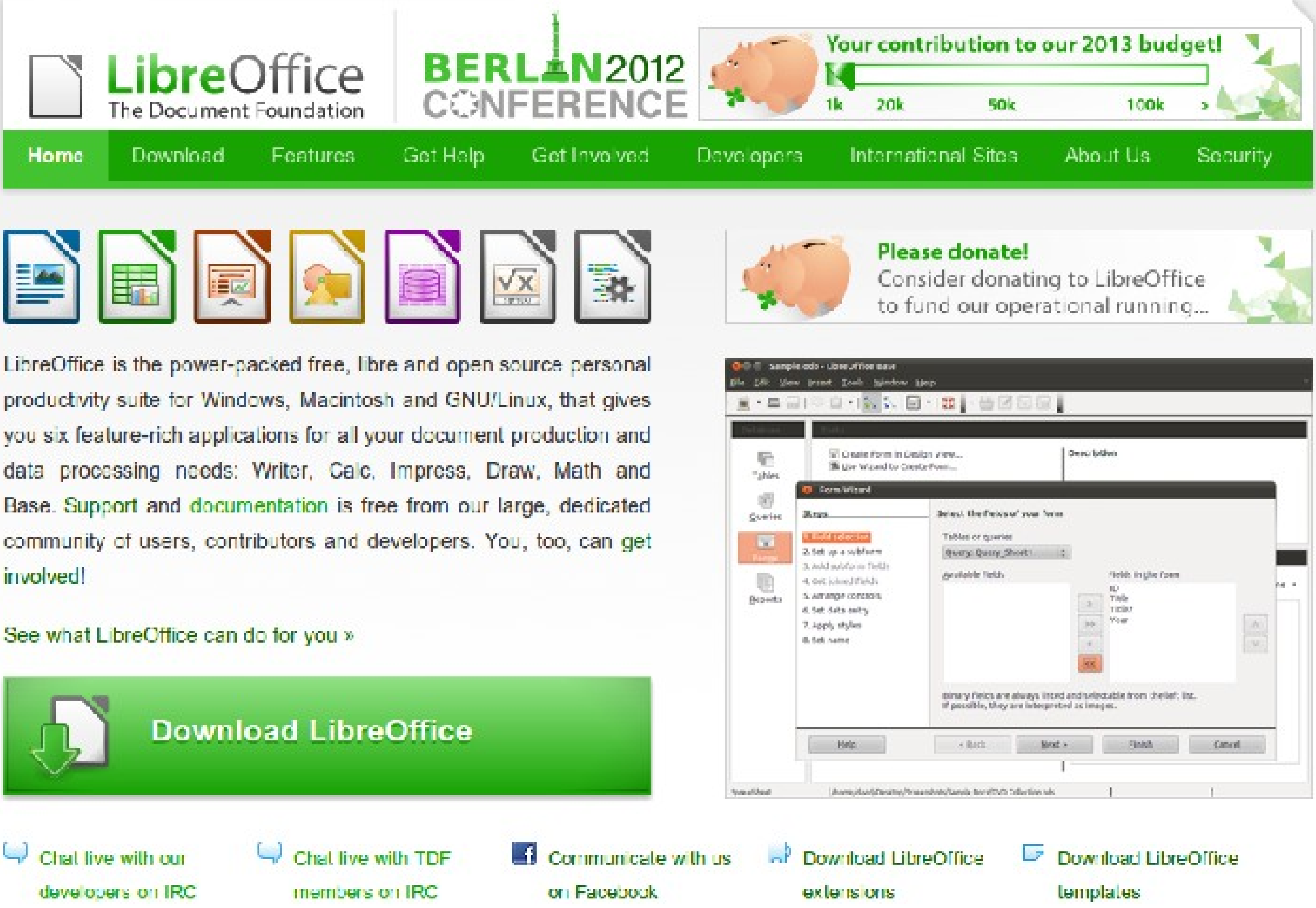
The Swedish National Police: How to avoid locking yourself in while saving money - PDF

Introduction

In Sweden, the Swedish National Police Board (SNPB) maintains the IT infrastructure for the Swedish National Police. It is in this board that all decisions are centrally made regarding administrative issues concerning police authorities throughout the country.

Around the year 2000, the former director of Development and Strategies and his team at the National Police Board, investigated new possibilities for a more economic and flexible IT infrastructure. Per-Ola Sjöswärd, who is today executive IT-Strategist at the CIO's office, went to several conferences and eventually realized that "we must have an IT architecture which is not locked to a special vendor." As the old architecture was comprised solely of proprietary solutions, the Swedish Police was dependent on specific vendors for the support, which in turn added high support costs to the already substantial licensing costs.

In the following years the Police weighed their options searching for solutions that minimized costs, introduced open standards, increased the freedom of choice of technology, enhanced the competition between vendors, and



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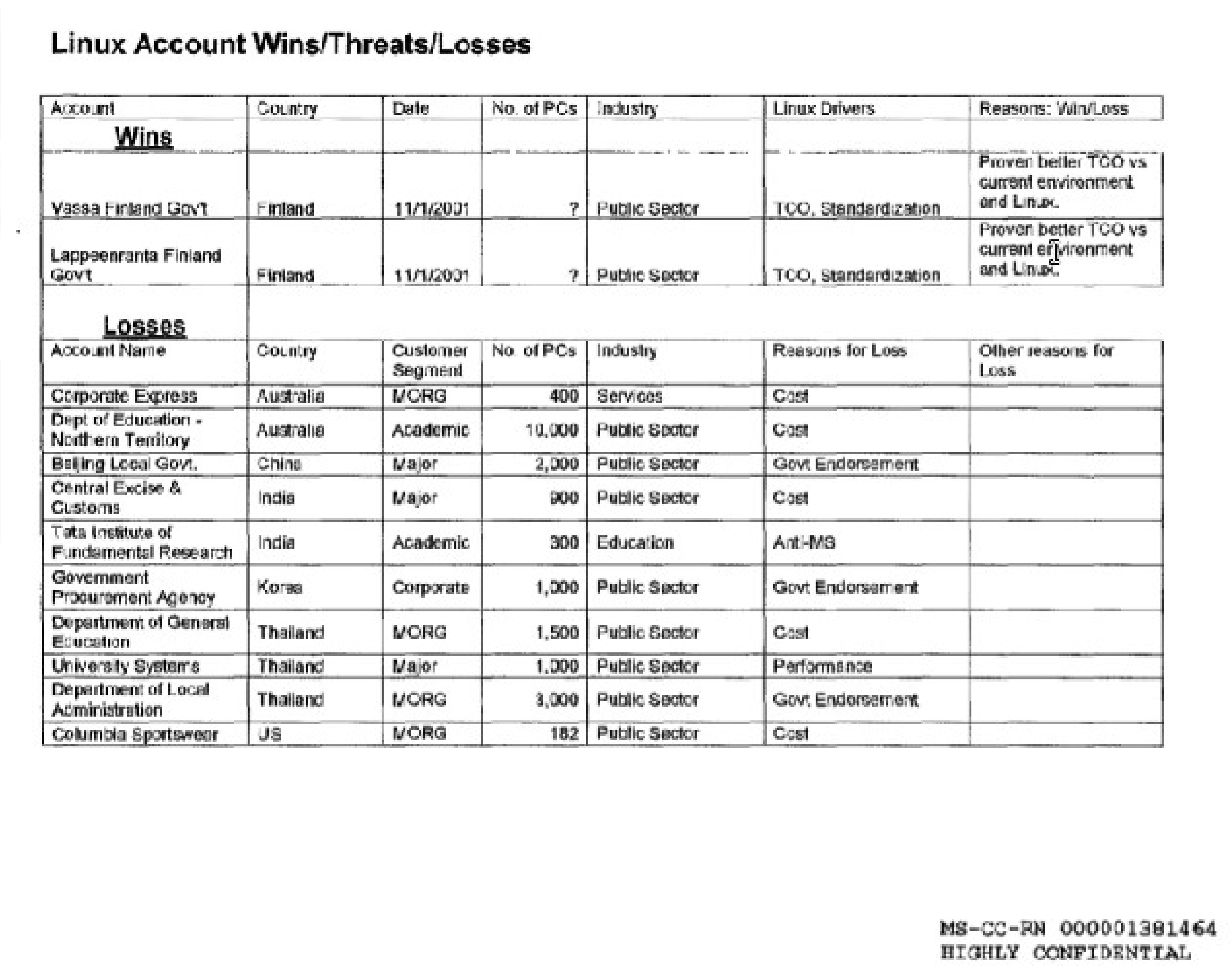

Linux Account Wins/Threats/Losses

Account	Country	Date	No. of PCs	Industry	Linux Drivers	Reasons: Win/Loss
Wins						
Vassa Finland Govt	Finland	11/1/2001	?	Public Sector	TCO, Standardization	Proven better TCO vs current environment and Linux.
Lappeenranta Finland Govt	Finland	11/1/2001	?	Public Sector	TCO, Standardization	Proven better TCO vs current environment and Linux.
Losses						
Account Name	Country	Customer Segment	No. of PCs	Industry	Reasons for Loss	Other reasons for Loss
Corporate Express	Australia	MORG	400	Services	Cost	
Dept of Education - Northern Territory	Australia	Academic	10,000	Public Sector	Cost	
Beijing Local Govt.	China	Major	2,000	Public Sector	Govt Endorsement	
Central Excise & Customs	India	Major	900	Public Sector	Cost	
Tata Institute of Fundamental Research	India	Academic	300	Education	Anti-MS	
Government Procurement Agency	Korea	Corporate	1,000	Public Sector	Govt Endorsement	
Department of General Education	Thailand	MORG	1,500	Public Sector	Cost	
University Systems	Thailand	Major	1,000	Public Sector	Performance	
Department of Local Administration	Thailand	MORG	3,000	Public Sector	Govt Endorsement	
Columbia Sportswear	US	MORG	182	Public Sector	Cost	

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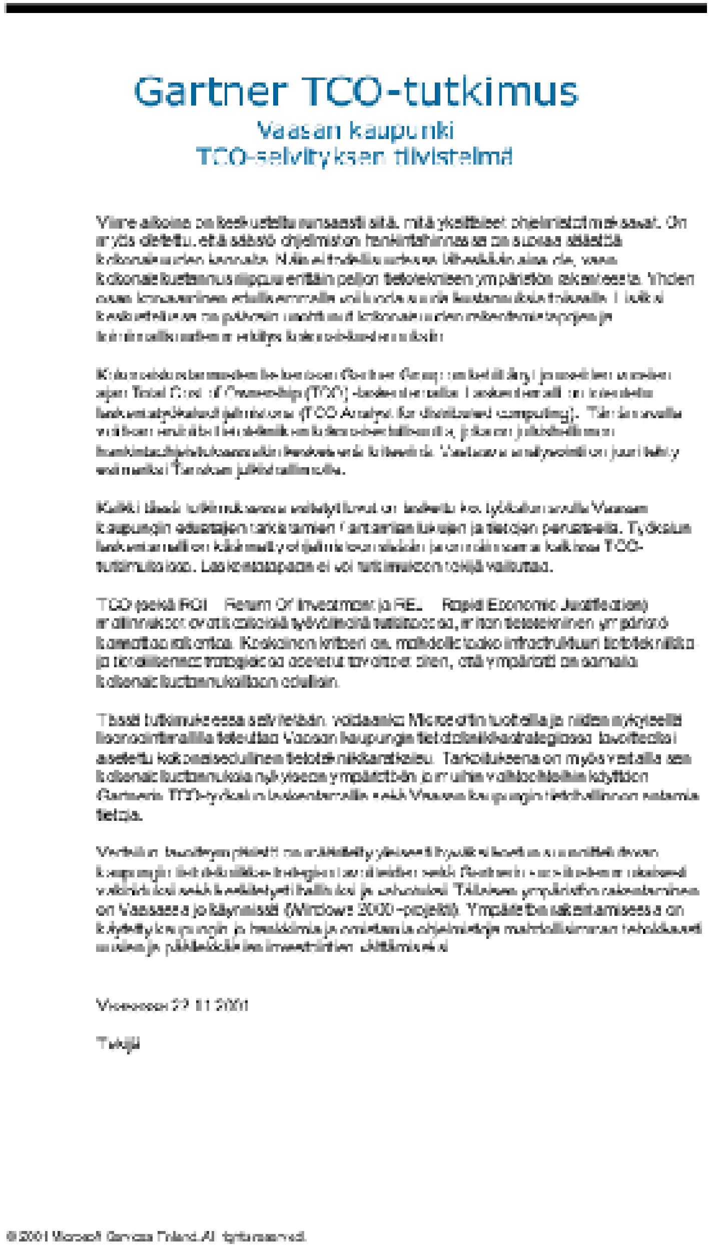
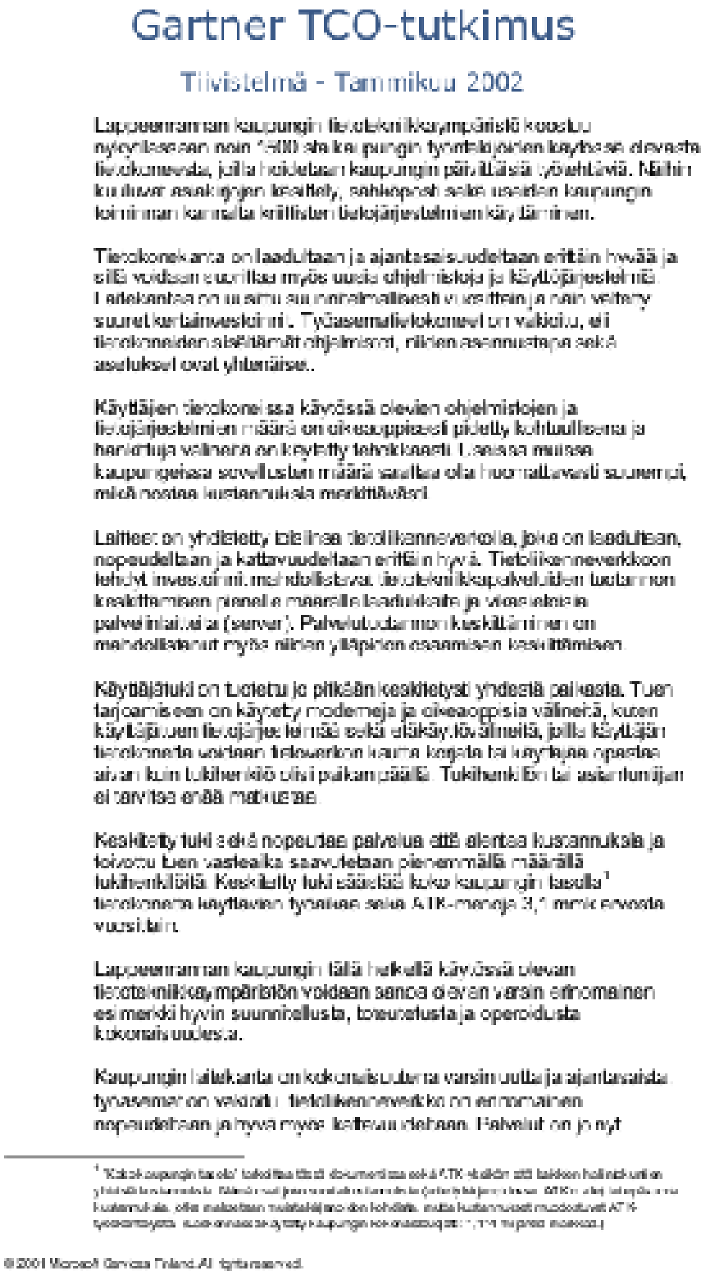
Total Cost of Ownership – TCO



Gartner TCO-tutkimus

Vaasan kaupunki
TCO-selvityksen tiivistelmä



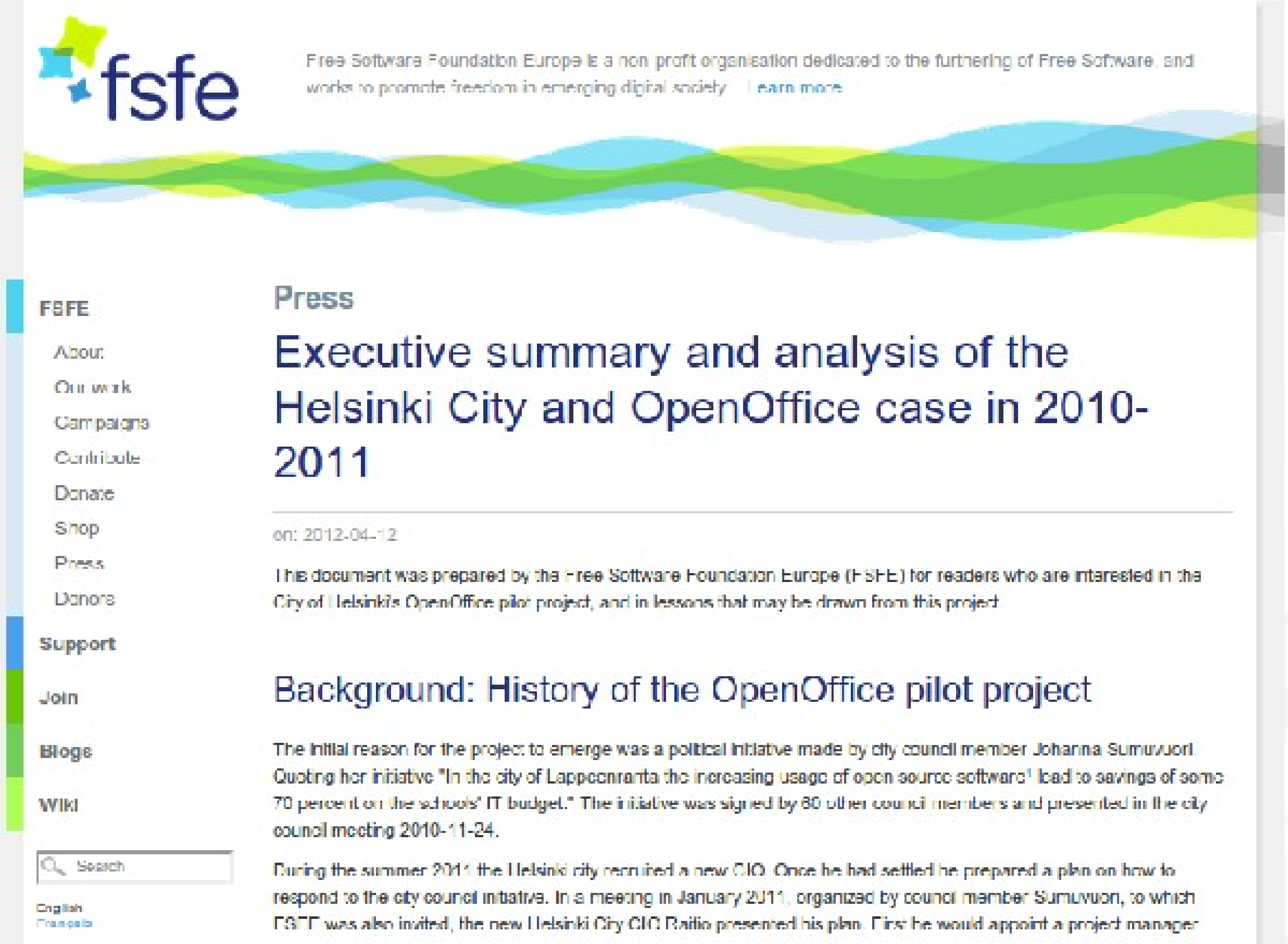
Gartner TCO-tutkimus

Tiivistelmä - Tammikuu 2002

Helsinki migration to LibreOffice:

21,5 million euros

fsfe.org/news/2012/news-20120412-02



Free Software Foundation Europe is a non profit organisation dedicated to the furthering of Free Software, and works to promote freedom in emerging digital society. Learn more

Press

Executive summary and analysis of the Helsinki City and OpenOffice case in 2010-2011

on: 2012-04-12

This document was prepared by the Free Software Foundation Europe (FSFE) for readers who are interested in the City of Helsinki's OpenOffice pilot project, and in lessons that may be drawn from this project.

Background: History of the OpenOffice pilot project

The initial reason for the project to emerge was a political initiative made by city council member Johanna Sumuvuori. Quoting her initiative "In the city of Lappeenranta the increasing usage of open source software[1] lead to savings of some 70 percent on the schools' IT budget." The initiative was signed by 80 other council members and presented in the city council meeting 2010-11-24.

During the summer 2011 the Helsinki city recruited a new CIO. Once he had settled he prepared a plan on how to respond to the city council initiative. In a meeting in January 2011, organized by council member Sumuvuori, to which FSFE was also invited, the new Helsinki City CIO Raitio presented his plan. First he would appoint a project manager

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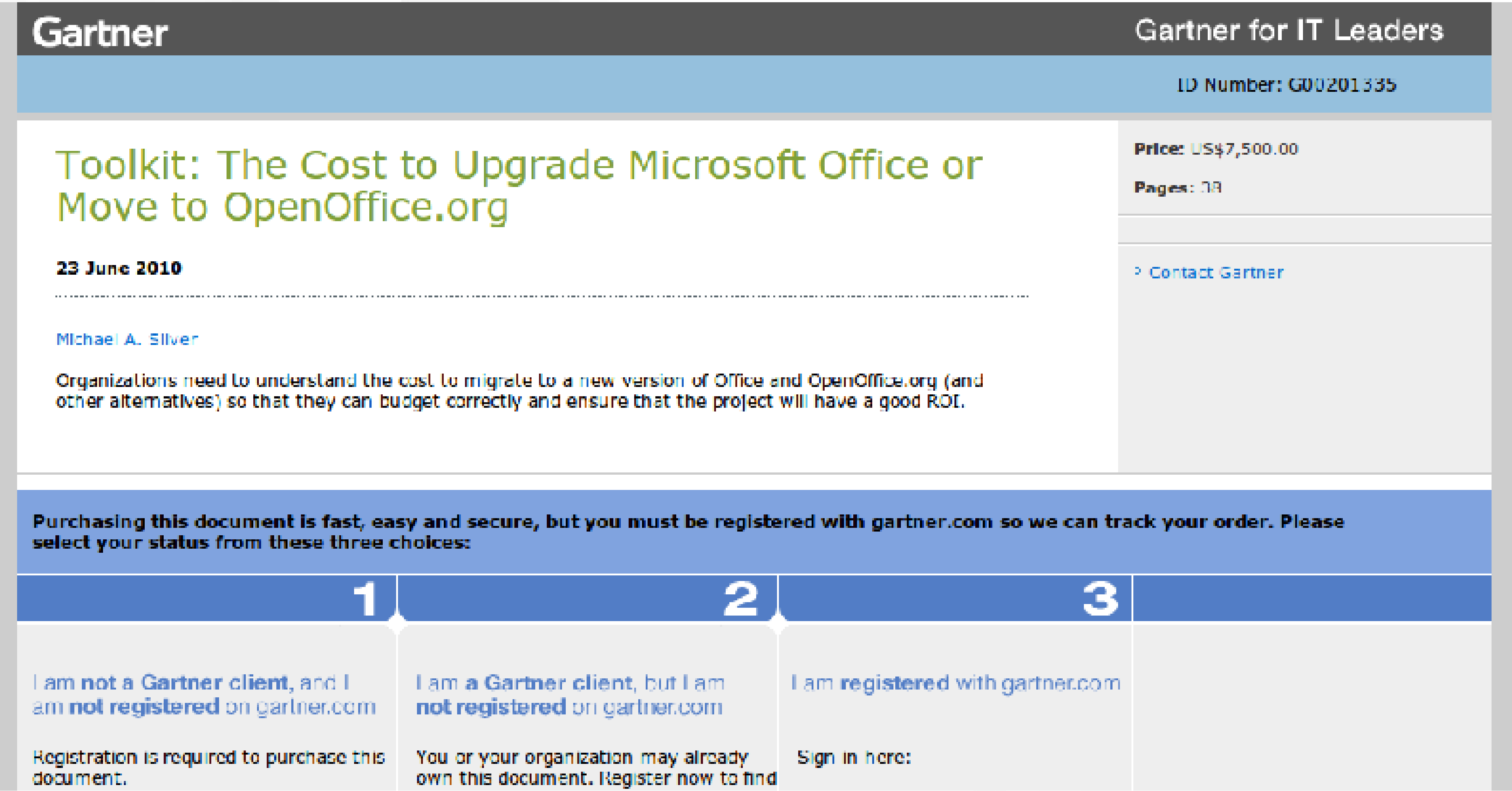

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Toolkit: The Cost to Upgrade Microsoft Office or Move to OpenOffice.org

23 June 2010

Michael A. Silver

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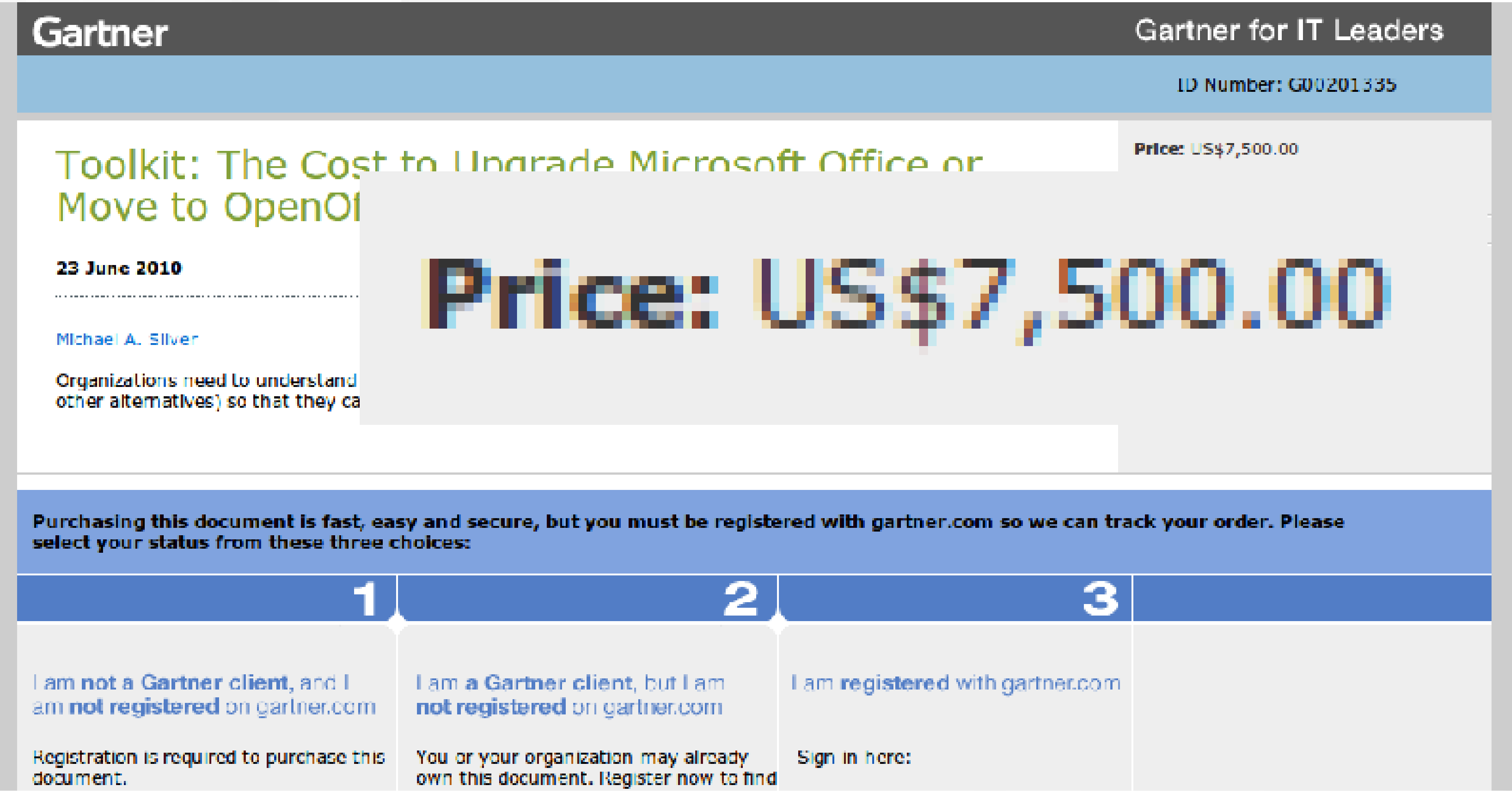

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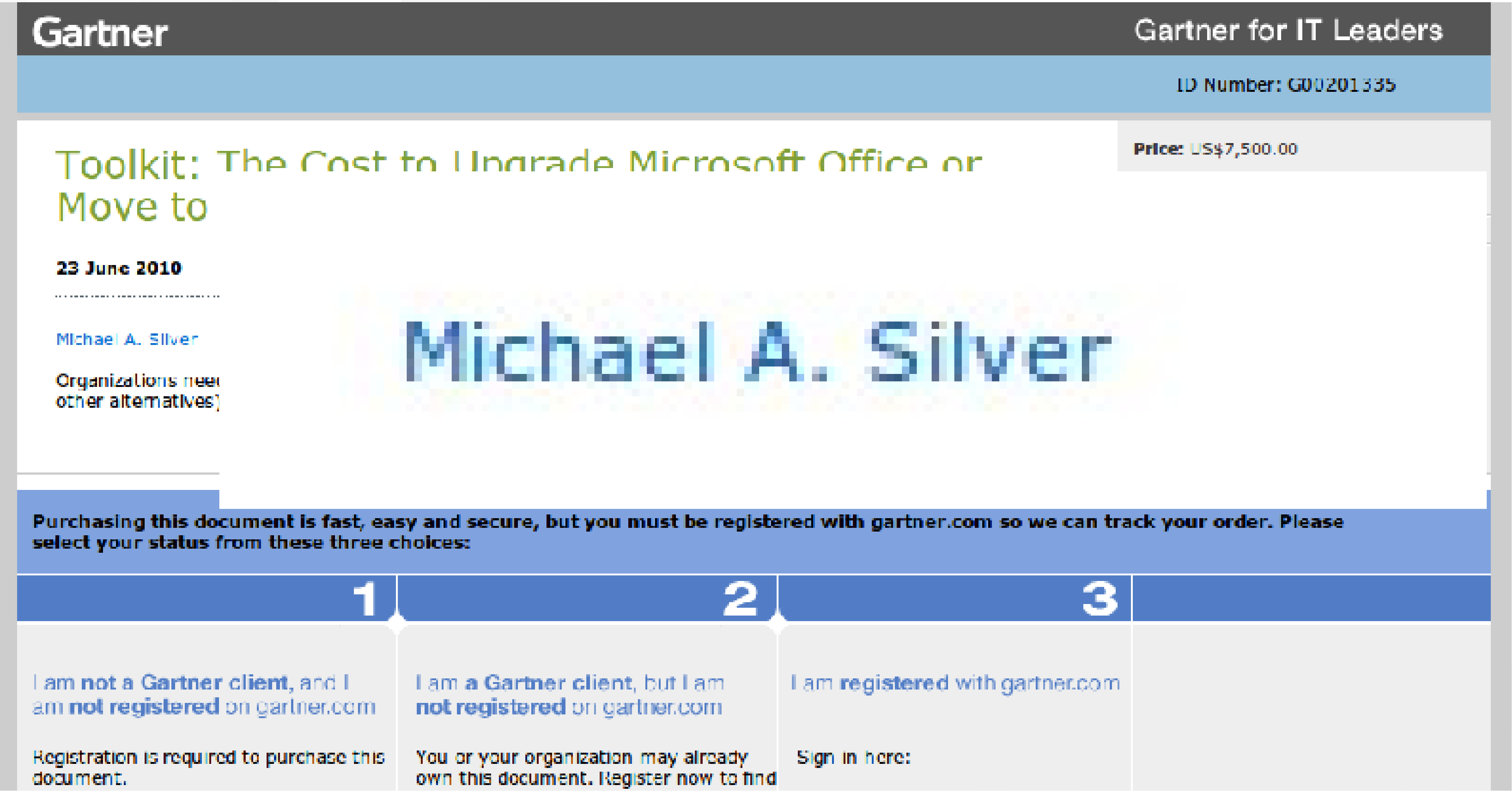

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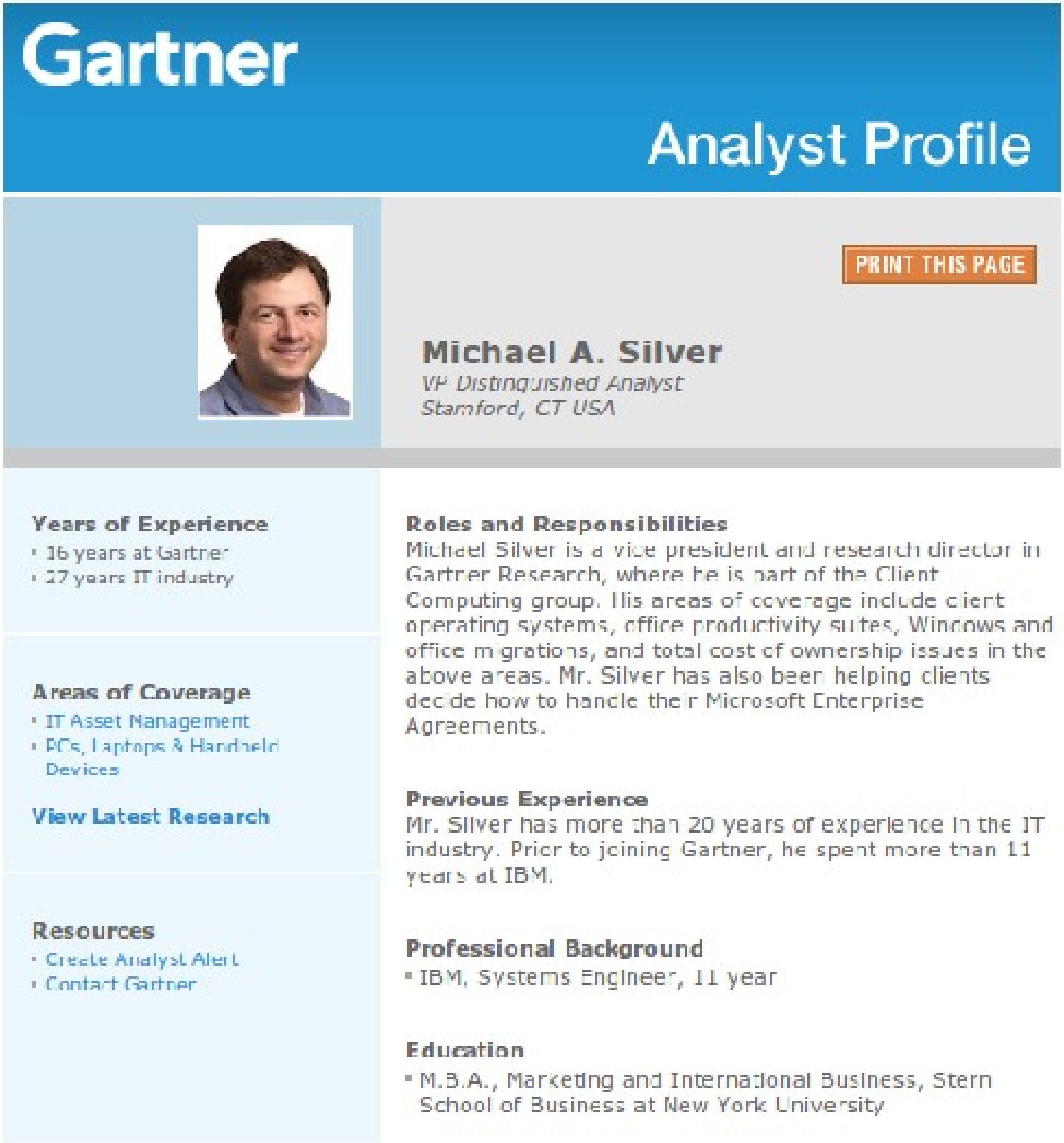

Michael A. Silver
VP Distinguished Analyst
Stamford, CT USA

Years of Experience
- 16 years at Gartner
- 27 years IT industry

Areas of Coverage
- IT Asset Management
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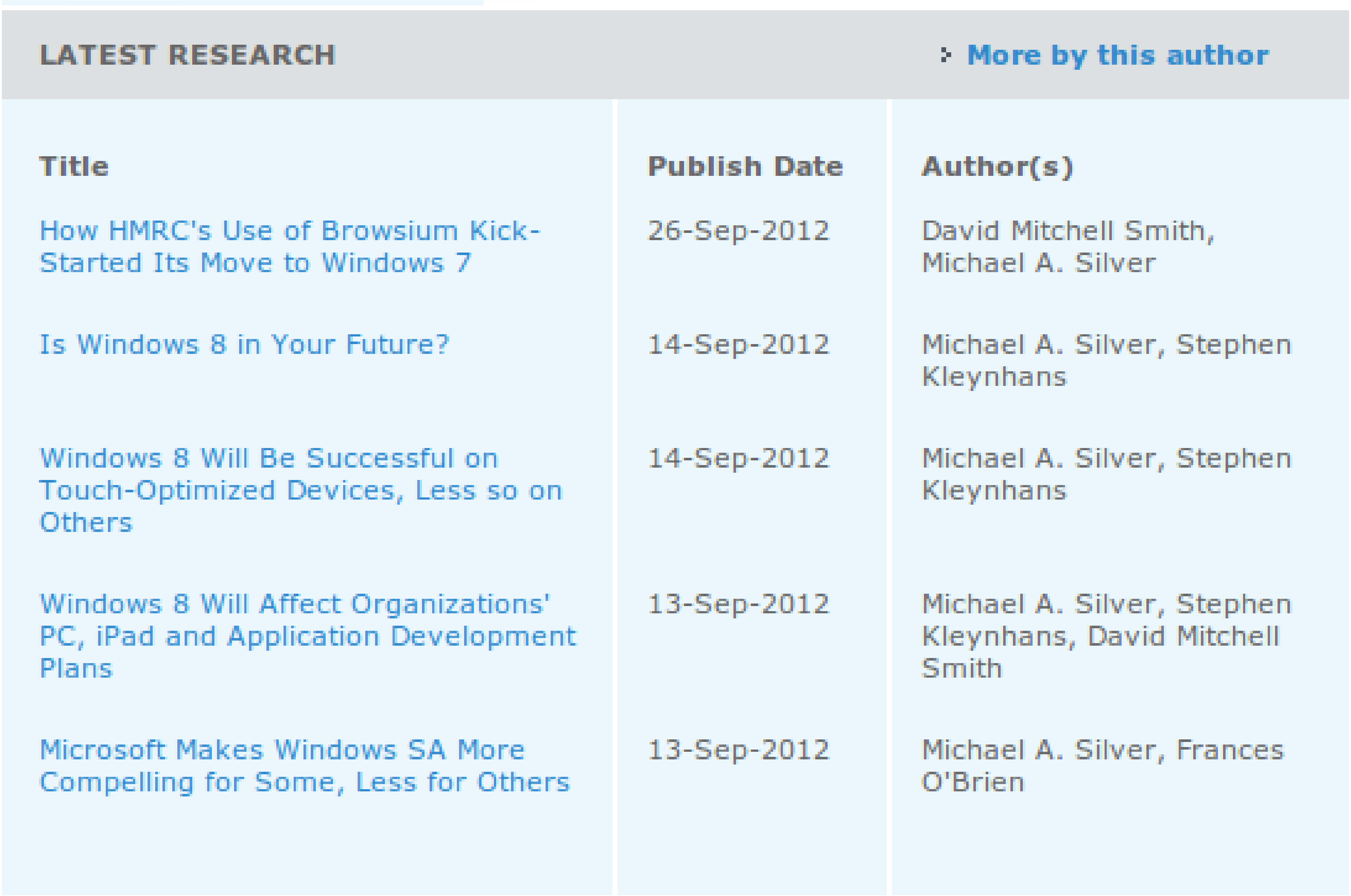
Roles and Responsibilities
Michael Silver is a vice president and research director in Gartner Research, where he is part of the Client Computing group. His areas of coverage include client operating systems, office productivity suites, Windows and office migrations, and total cost of ownership issues in the above areas. Mr. Silver has also been helping clients decide how to handle their Microsoft Enterprise Agreements.

Previous Experience
Mr. Silver has more than 20 years of experience in the IT industry. Prior to joining Gartner, he spent more than 11 years at IBM.

Professional Background
- IBM, Systems Engineer, 11 year

Education
- M.B.A., Marketing and International Business, Stern School of Business at New York University



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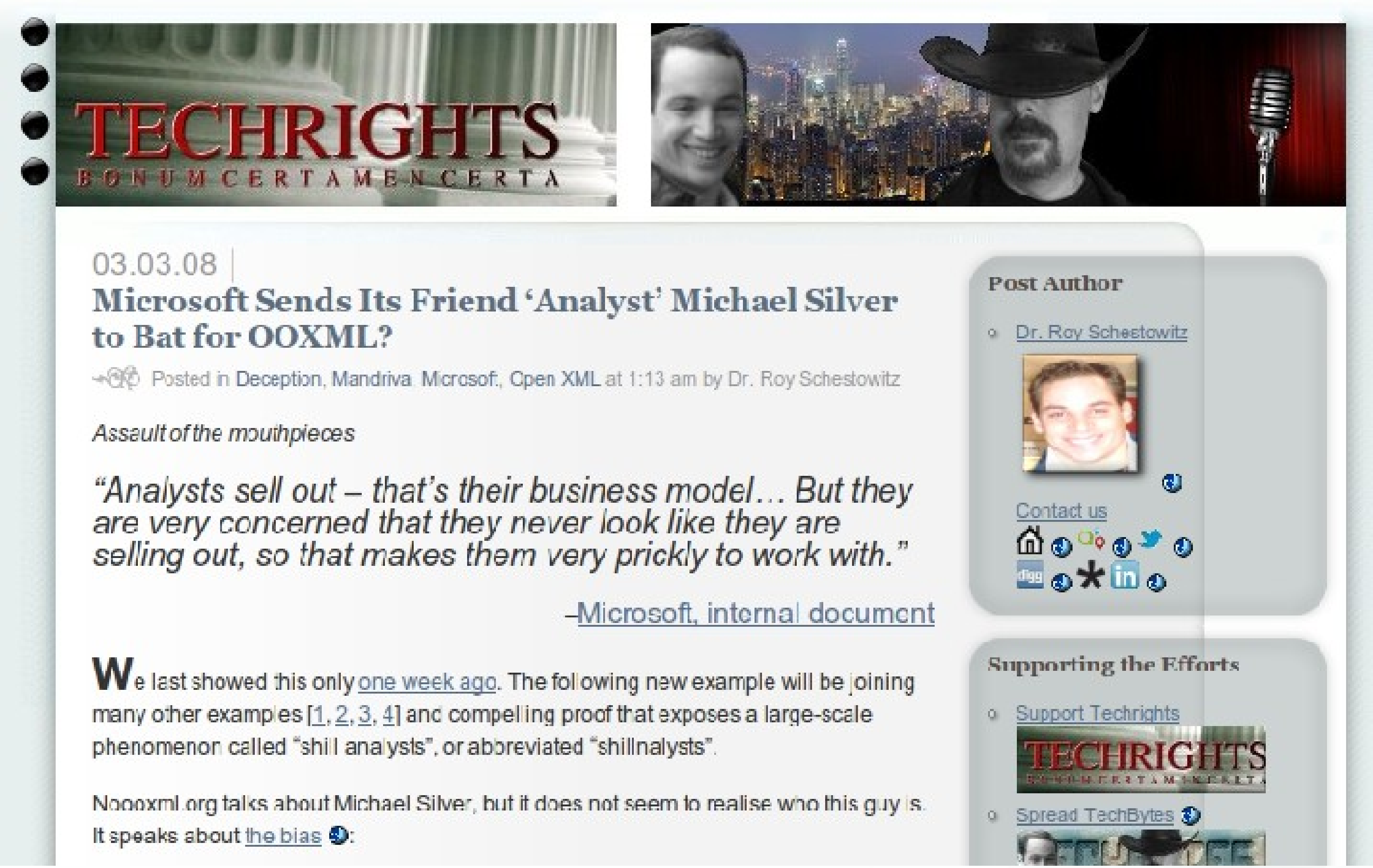

03.03.08

Microsoft Sends Its Friend 'Analyst' Michael Silver to Bat for OOXML?

Posted in Deception, Mandriva, Microsoft, Open XML at 1:13 am by Dr. Roy Schestowitz

Assault of the mouthpieces

> *"Analysts sell out – that's their business model… But they are very concerned that they never look like they are selling out, so that makes them very prickly to work with."*
>
> –Microsoft, internal document

We last showed this only one week ago. The following new example will be joining many other examples [1, 2, 3, 4] and compelling proof that exposes a large-scale phenomenon called "shill analysts", or abbreviated "shillnalysts".

Noooxml.org talks about Michael Silver, but it does not seem to realise who this guy is. It speaks about the bias:

Post Author

- Dr. Roy Schestowitz

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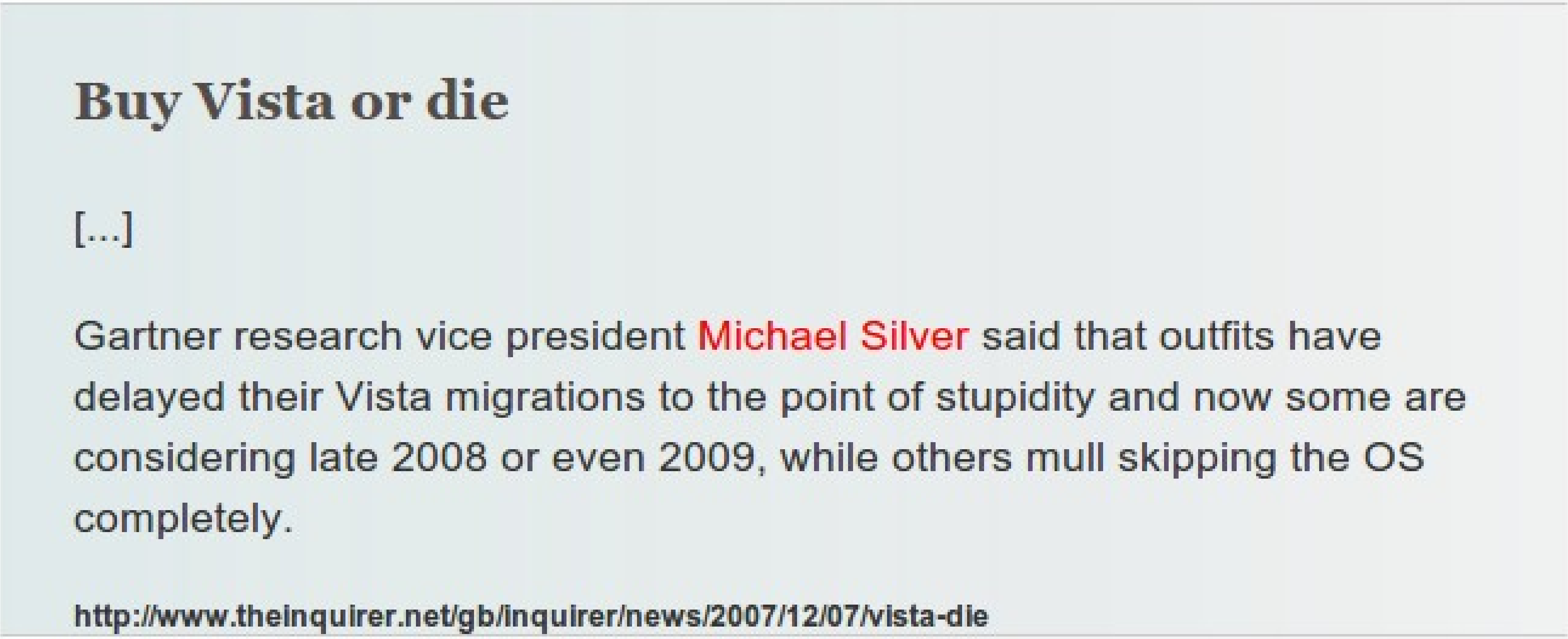
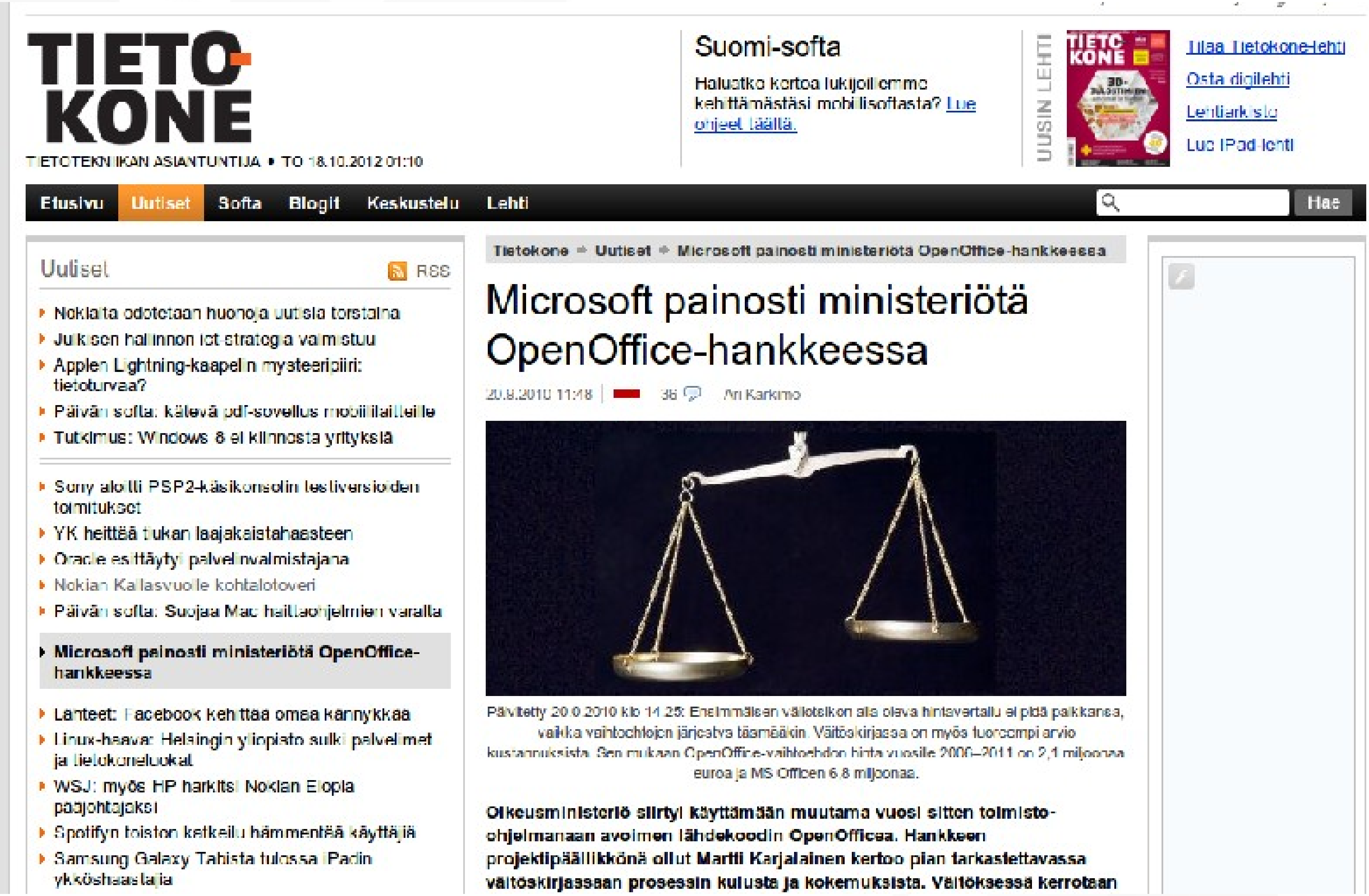


Buy Vista or die

[...]

Gartner research vice president Michael Silver said that outfits have delayed their Vista migrations to the point of stupidity and now some are considering late 2008 or even 2009, while others mull skipping the OS completely.

http://www.theinquirer.net/gb/inquirer/news/2007/12/07/vista-die



TIETOTEKNIIKAN ASIANTUNTIJA • TO 18.10.2012 01:10

Suomi-softa

Haluatko kertoa lukijoillemme kehittämästäsi mobiilisoftasta? Lue ohjeet täältä.

Uutiset

- Nokialta odotetaan huonoja uutisia torstaina
- Julkisen hallinnon ict-strategia valmistuu
- Applen Lightning-kaapelin mysteeripiiri: tietoturvaa?
- Päivän softa: kätevä pdf-sovellus mobiililaitteille
- Tutkimus: Windows 8 ei kiinnosta yrityksiä

- Sony aloitti PSP2-käsikonsolin testiversioiden toimitukset
- YK heittää tukan laajakaistahaasteen
- Oracle esittäytyi palvelinvalmistajana
- Nokian Kallasvuolle kohtalotoveri
- Päivän softa: Suojaa Mac haittaohjelmien varalta
- **Microsoft painosti ministeriötä OpenOffice-hankkeessa**
- Lähteet: Facebook kehittää omaa kännykkää
- Linux-haava: Helsingin yliopisto sulki palvelimet ja tietokoneluokat
- WSJ: myös HP harkitsi Nokian Elopia pääjohtajaksi
- Spotifyn toiston katkeilu hämmentää käyttäjiä
- Samsung Galaxy Tabista tulossa iPadin ykköshaastaja

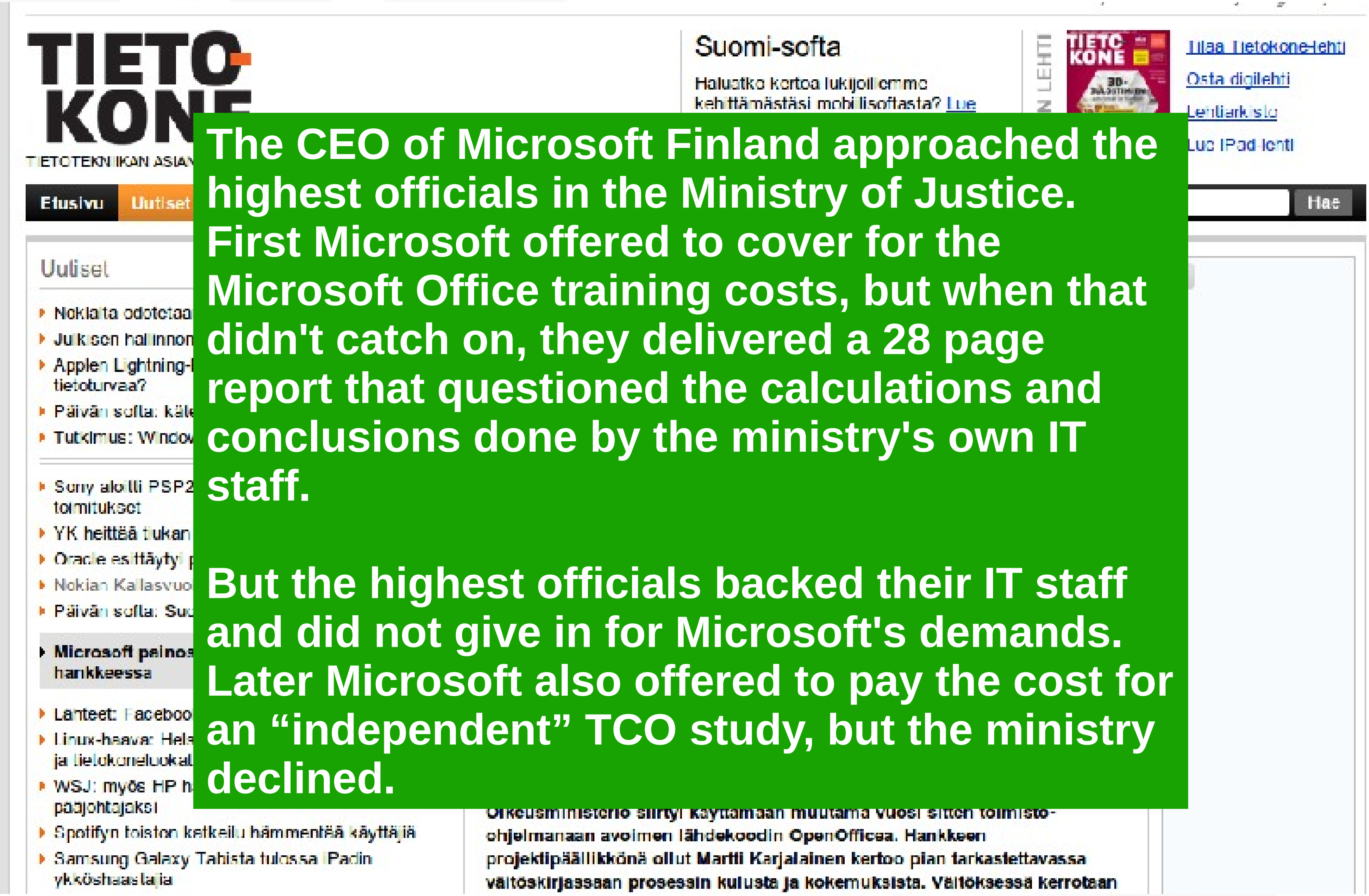
Tietokone ➜ Uutiset ➜ Microsoft painosti ministeriötä OpenOffice-hankkeessa

Microsoft painosti ministeriötä OpenOffice-hankkeessa

20.8.2010 11:18 | 36 | Ari Karkimo

Päivitetty 20.8.2010 klo 14.25: Ensimmäisen väliotsikon alla oleva hintavertailu ei pidä paikkansa, vaikka vaihtoehtojen järjestys täsmääkin. Väitöskirjassa on myös tuoreempi arvio kustannuksista. Sen mukaan OpenOffice-vaihtoehdon hinta vuosille 2006–2011 on 2,1 miljoonaa euroa ja MS Officen 6,8 miljoonaa.

Oikeusministeriö siirtyi käyttämään muutama vuosi sitten toimisto-ohjelmanaan avoimen lähdekoodin OpenOfficea. Hankkeen projektipäällikkönä ollut Martti Karjalainen kertoo pian tarkastettavassa väitöskirjassaan prosessin kulusta ja kokemuksista. Väitöksessä kerrotaan



Haluatko kertoa lukijoillemme kehittämästäsi mobiilisoftasta? Lue

- Nokiaita odotetaa
- Julkisen hallinnon
- Applen Lightning-l tietoturvaa?
- Päivän softa: käle
- Tutkimus: Windov
- Sony aloitti PSP2 toimitukset
- YK heittää tukan
- Oracle esittäytyi p
- Nokian Kallasvuo
- Päivän softa: Suc
- **Microsoft painos hankkeessa**
- Lähteet: Faceboo
- Linux-haava: Hels ja tietokoneluokal
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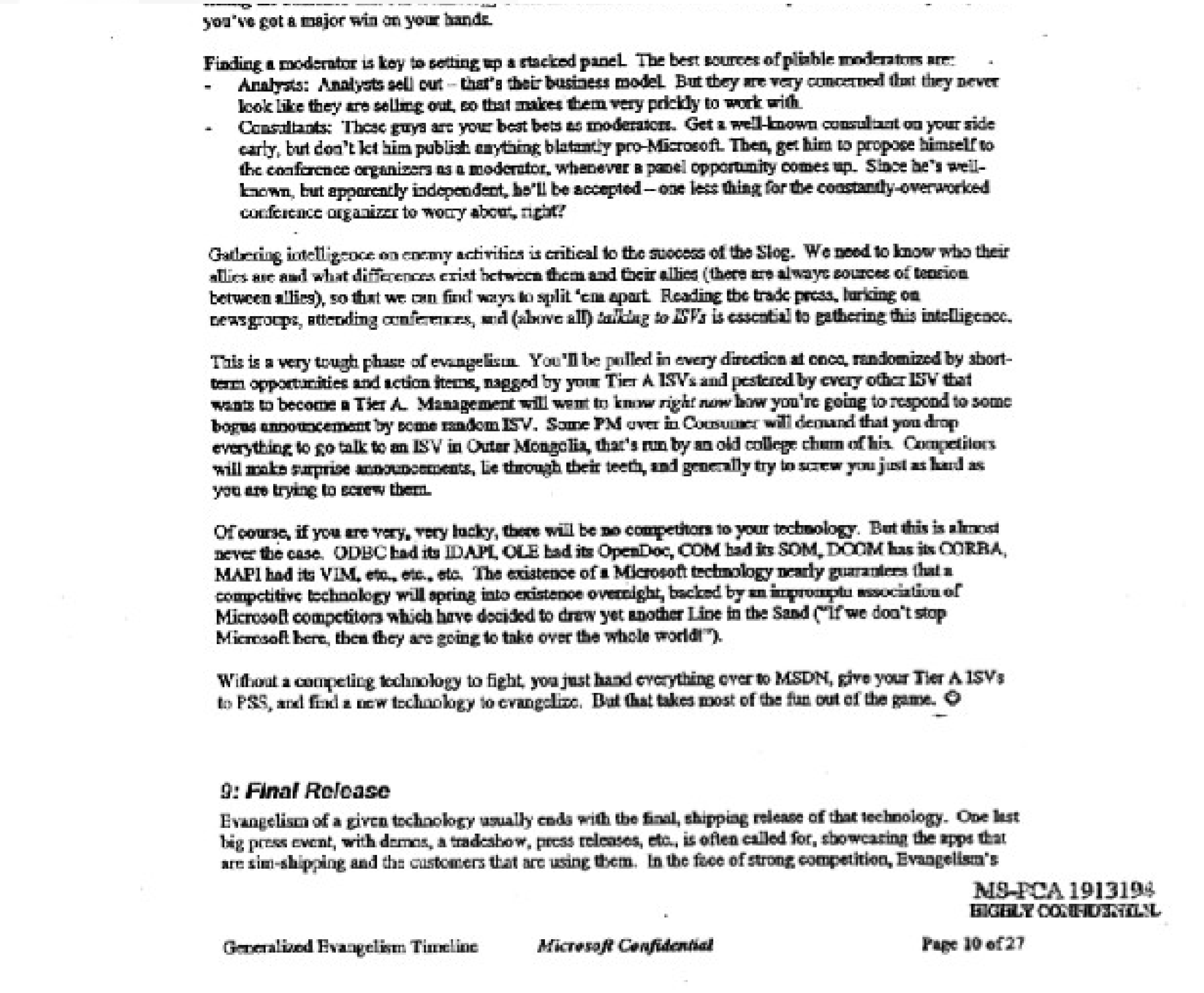
The CEO of Microsoft Finland approached the highest officials in the Ministry of Justice. First Microsoft offered to cover for the Microsoft Office training costs, but when that didn't catch on, they delivered a 28 page report that questioned the calculations and conclusions done by the ministry's own IT staff.

But the highest officials backed their IT staff and did not give in for Microsoft's demands. Later Microsoft also offered to pay the cost for an “independent” TCO study, but the ministry declined.

Did Microsoft lie?

“Selective truth”

antitrust.slated.org/www.iowaconsumercase.org/011607/3000/PX03096.pdf



you've got a major win on your hands.

Finding a moderator is key to setting up a stacked panel. The best sources of pliable moderators are:

- Analysts: Analysts sell out – that's their business model. But they are very concerned that they never look like they are selling out, so that makes them very prickly to work with.
- Consultants: These guys are your best bets as moderators. Get a well-known consultant on your side early, but don't let him publish anything blatantly pro-Microsoft. Then, get him to propose himself to the conference organizers as a moderator, whenever a panel opportunity comes up. Since he's well-known, but apparently independent, he'll be accepted – one less thing for the constantly-overworked conference organizer to worry about, right?

Gathering intelligence on enemy activities is critical to the success of the Slog. We need to know who their allies are and what differences exist between them and their allies (there are always sources of tension between allies), so that we can find ways to split 'em apart. Reading the trade press, lurking on newsgroups, attending conferences, and (above all) *talking to ISVs* is essential to gathering this intelligence.

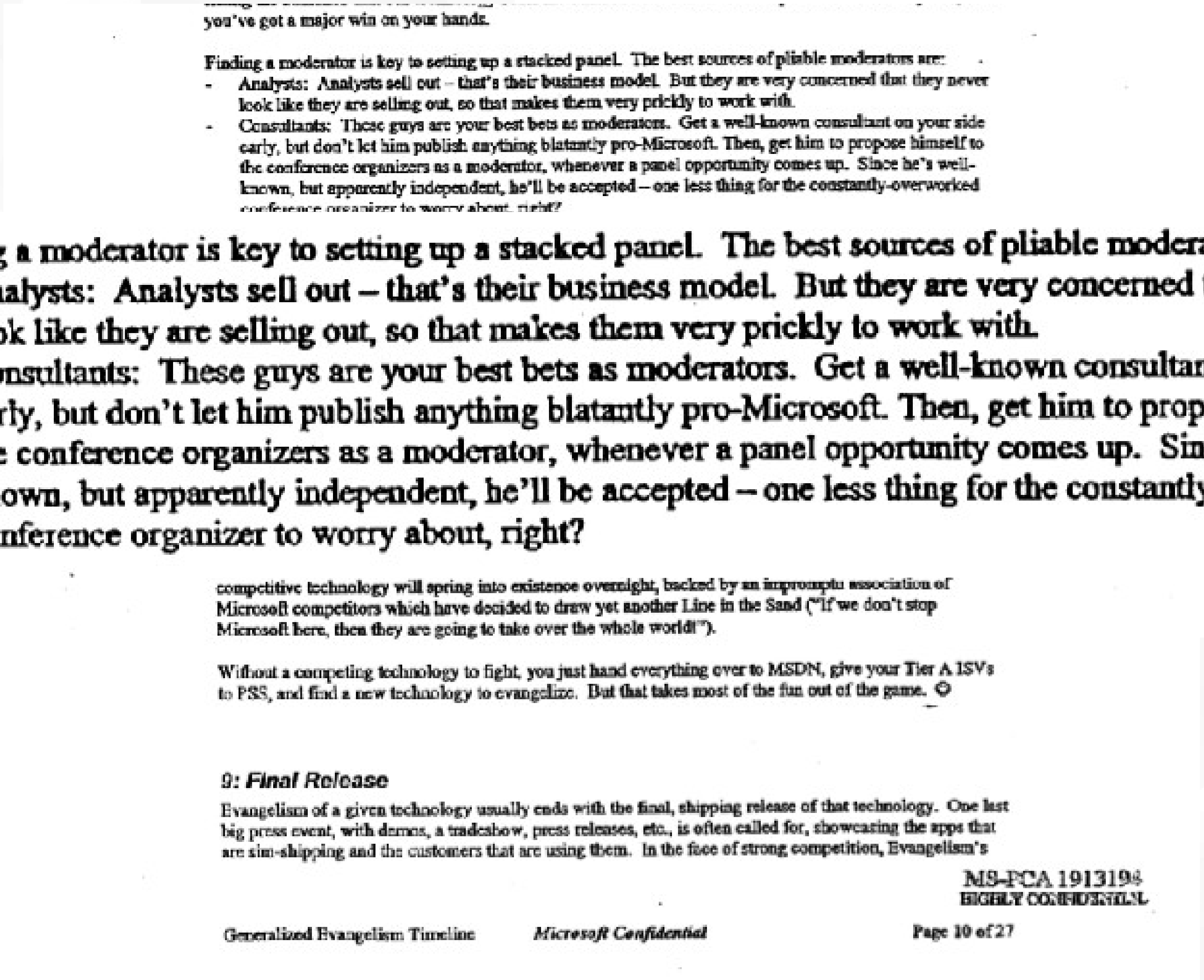
This is a very tough phase of evangelism. You'll be pulled in every direction at once, randomized by short-term opportunities and action items, nagged by your Tier A ISVs and pestered by every other ISV that wants to become a Tier A. Management will want to know *right now* how you're going to respond to some bogus announcement by some random ISV. Some PM over in Consumer will demand that you drop everything to go talk to an ISV in Outer Mongolia, that's run by an old college chum of his. Competitors will make surprise announcements, lie through their teeth, and generally try to screw you just as hard as you are trying to screw them.

Of course, if you are very, very lucky, there will be no competitors to your technology. But this is almost never the case. ODBC had its IDAPI, OLE had its OpenDoc, COM had its SOM, DCOM has its CORBA, MAPI had its VIM, etc., etc., etc. The existence of a Microsoft technology nearly guarantees that a competitive technology will spring into existence overnight, backed by an impromptu association of Microsoft competitors which have decided to draw yet another Line in the Sand ("If we don't stop Microsoft here, then they are going to take over the whole world!").

Without a competing technology to fight, you just hand everything over to MSDN, give your Tier A ISVs to PSS, and find a new technology to evangelize. But that takes most of the fun out of the game. ☺

9: Final Release

Evangelism of a given technology usually ends with the final, shipping release of that technology. One last big press event, with demos, a tradeshow, press releases, etc., is often called for, showcasing the apps that are sim-shipping and the customers that are using them. In the face of strong competition, Evangelism's antitrust.slated.org/www.iowaconsumercase.org/011607/3000/PX03096.pdf



you've got a major win on your hands.

Finding a moderator is key to setting up a stacked panel. The best sources of pliable moderators are:

- Analysts: Analysts sell out – that's their business model. But they are very concerned that they never look like they are selling out, so that makes them very prickly to work with.
- Consultants: These guys are your best bets as moderators. Get a well-known consultant on your side early, but don't let him publish anything blatantly pro-Microsoft. Then, get him to propose himself to the conference organizers as a moderator, whenever a panel opportunity comes up. Since he's well-known, but apparently independent, he'll be accepted – one less thing for the constantly-overworked

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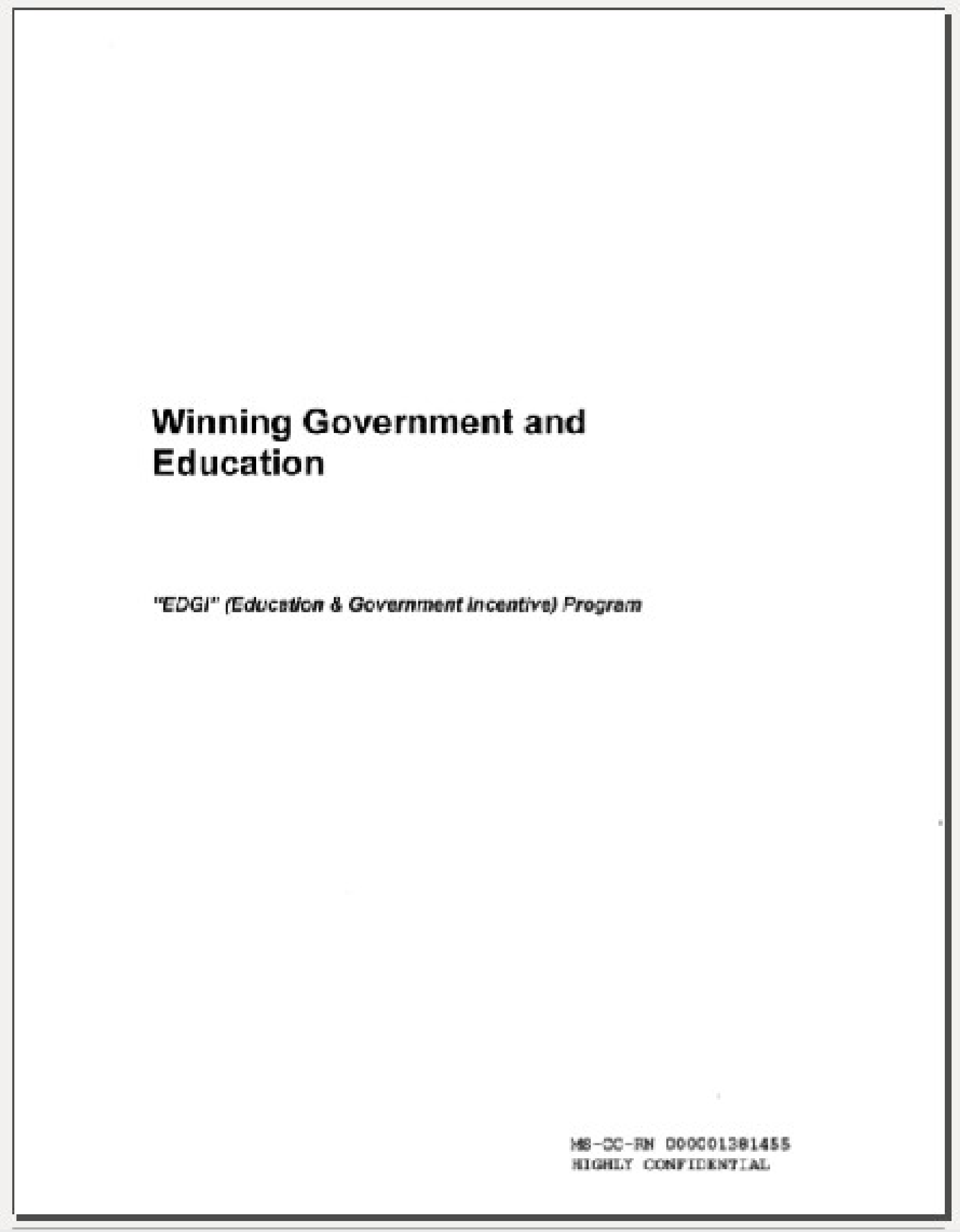
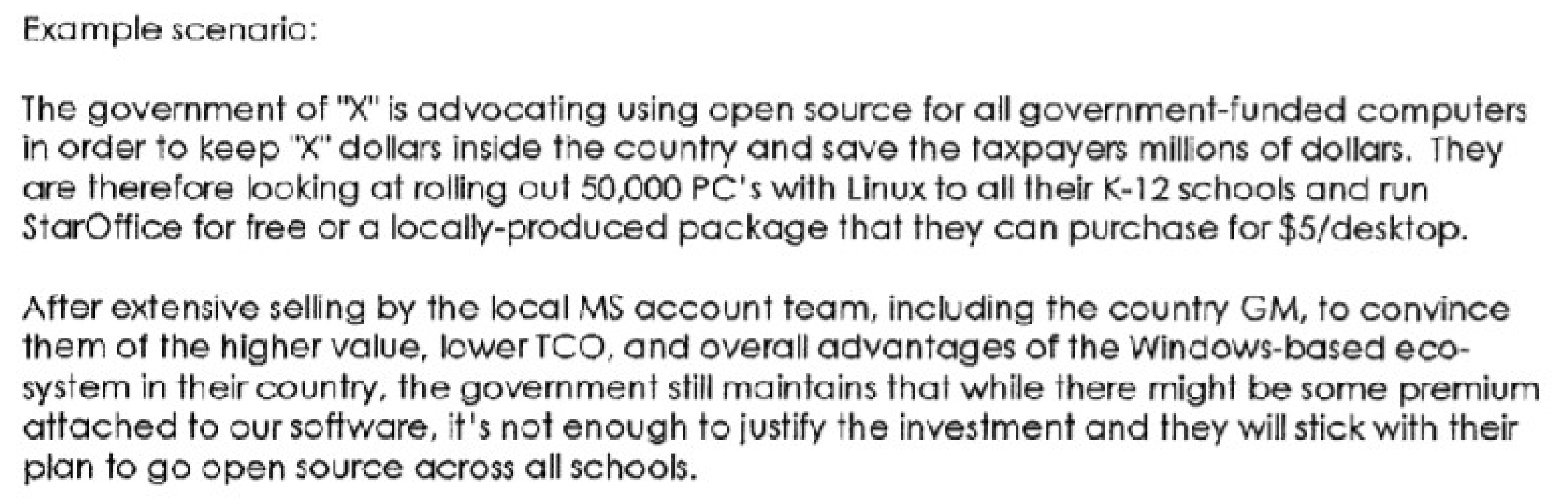


Winning Government and Education

"EDGI" (Education & Government Incentive) Program

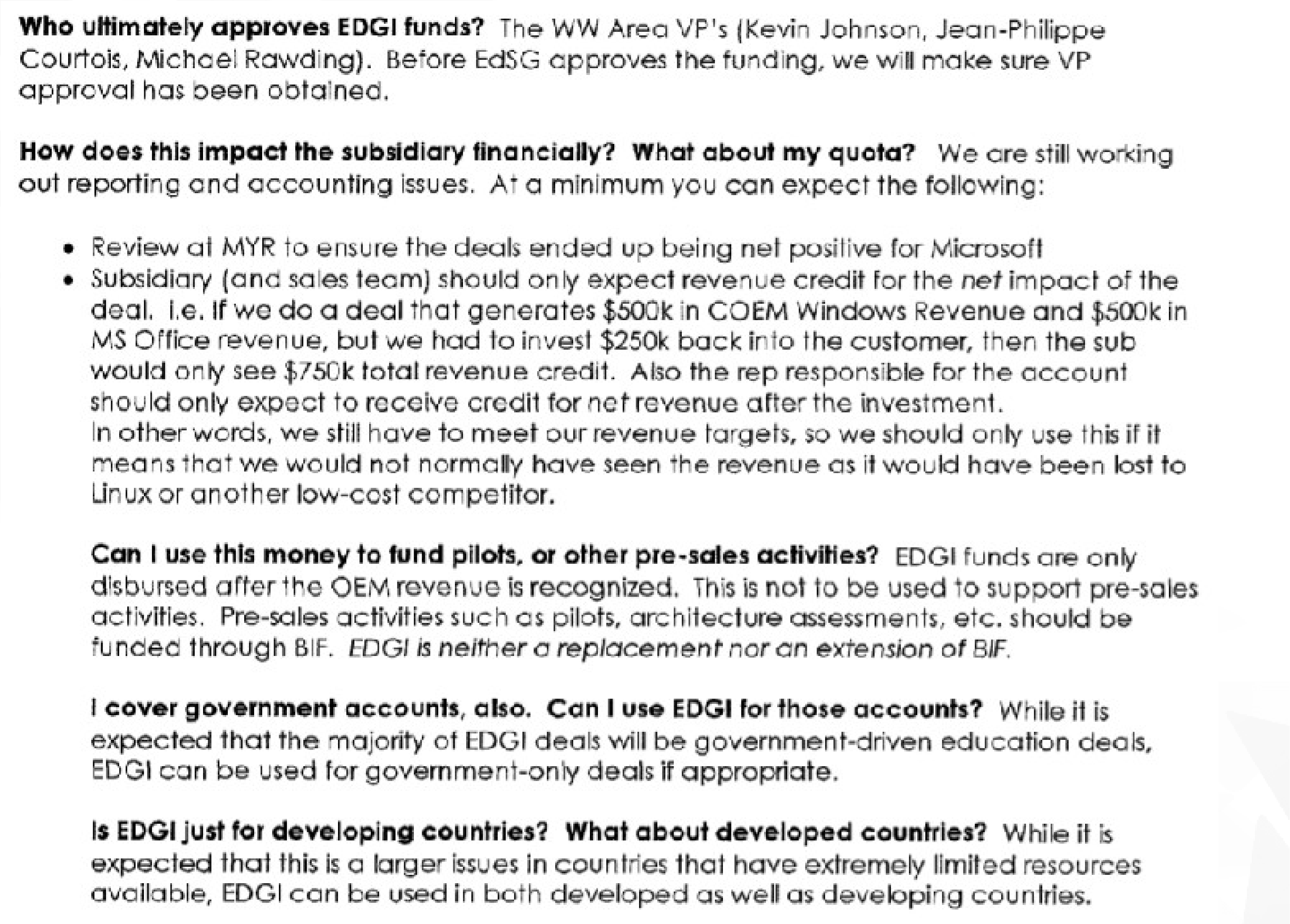
MS-CC-RN 000001381455
HIGHLY CONFIDENTIAL



Example scenario:

The government of "X" is advocating using open source for all government-funded computers in order to keep "X" dollars inside the country and save the taxpayers millions of dollars. They are therefore looking at rolling out 50,000 PC's with Linux to all their K-12 schools and run StarOffice for free or a locally-produced package that they can purchase for $5/desktop.

After extensive selling by the local MS account team, including the country GM, to convince them of the higher value, lower TCO, and overall advantages of the Windows-based eco-system in their country, the government still maintains that while there might be some premium attached to our software, it's not enough to justify the investment and they will stick with their plan to go open source across all schools.



Who ultimately approves EDGI funds? The WW Area VP's (Kevin Johnson, Jean-Philippe Courtois, Michael Rawding). Before EdSG approves the funding, we will make sure VP approval has been obtained.

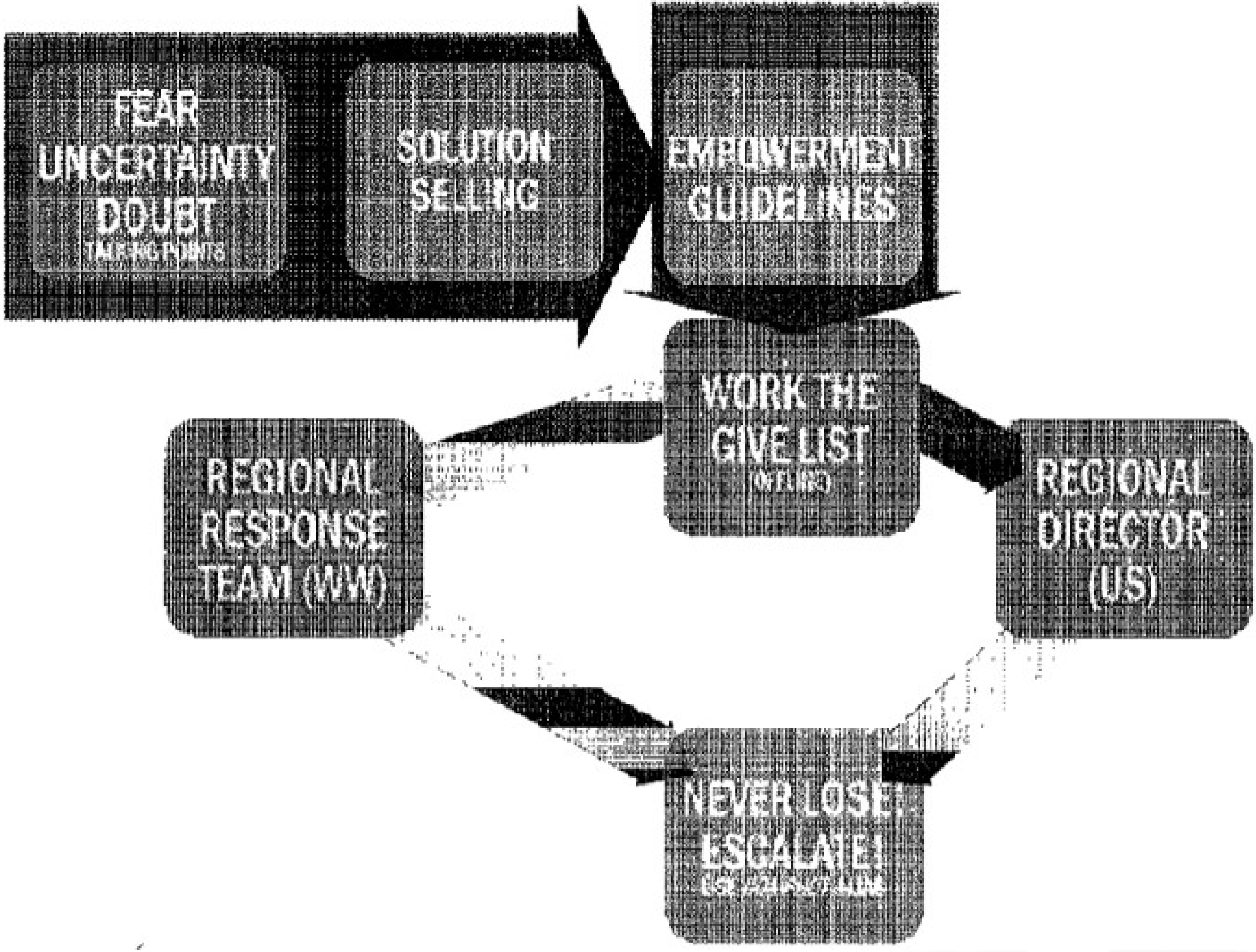
How does this impact the subsidiary financially? What about my quota? We are still working out reporting and accounting issues. At a minimum you can expect the following:

- Review at MYR to ensure the deals ended up being net positive for Microsoft
- Subsidiary (and sales team) should only expect revenue credit for the *net* impact of the deal. I.e. if we do a deal that generates $500k in COEM Windows Revenue and $500k in MS Office revenue, but we had to invest $250k back into the customer, then the sub would only see $750k total revenue credit. Also the rep responsible for the account should only expect to receive credit for net revenue after the investment.
  In other words, we still have to meet our revenue targets, so we should only use this if it means that we would not normally have seen the revenue as it would have been lost to Linux or another low-cost competitor.

Can I use this money to fund pilots, or other pre-sales activities? EDGI funds are only disbursed after the OEM revenue is recognized. This is not to be used to support pre-sales activities. Pre-sales activities such as pilots, architecture assessments, etc. should be funded through BIF. *EDGI is neither a replacement nor an extension of BIF.*

I cover government accounts, also. Can I use EDGI for those accounts? While it is expected that the majority of EDGI deals will be government-driven education deals, EDGI can be used for government-only deals if appropriate.

Is EDGI just for developing countries? What about developed countries? While it is expected that this is a larger issues in countries that have extremely limited resources available, EDGI can be used in both developed as well as developing countries.


FEAR
UNCERTAINTY
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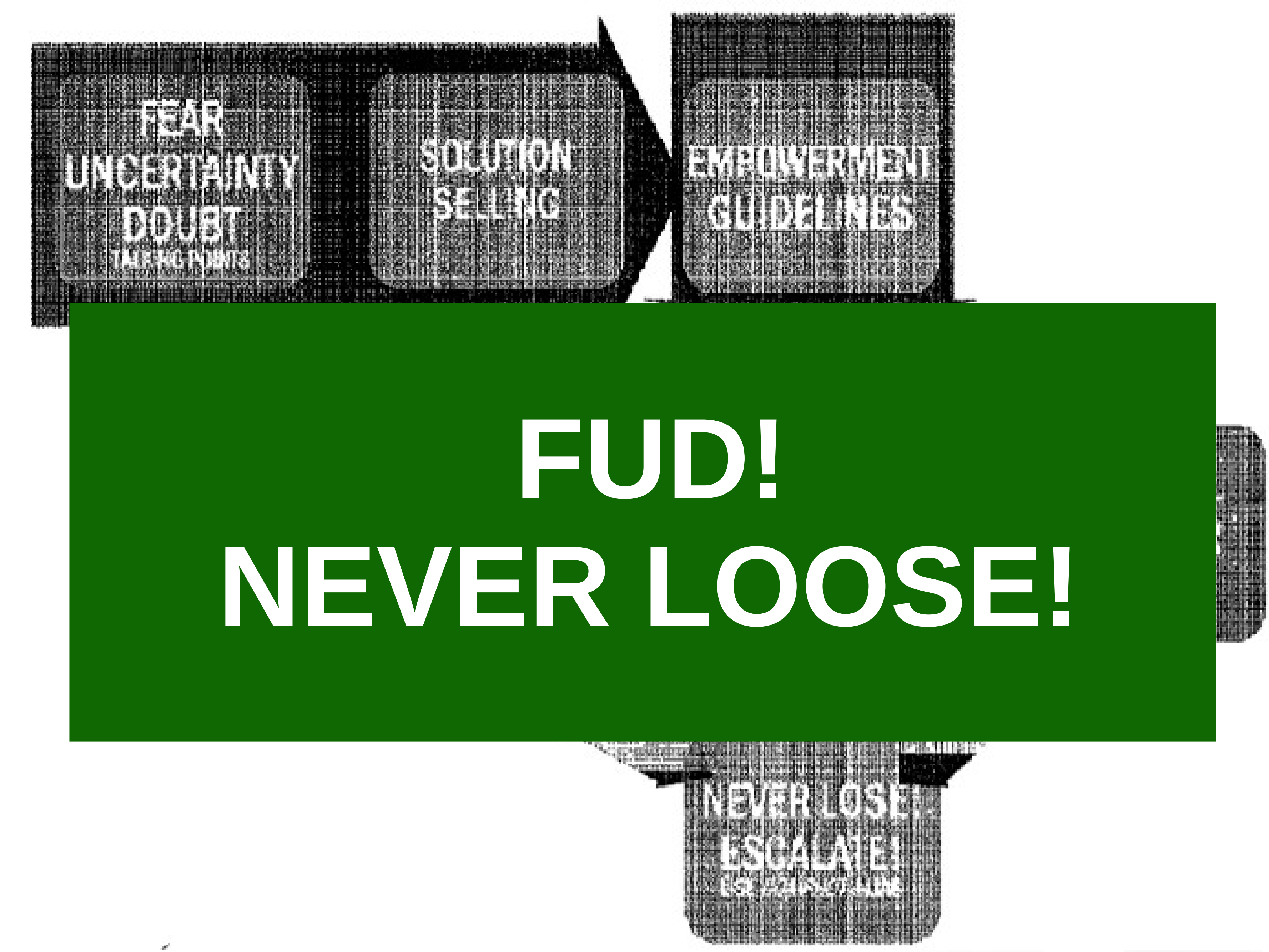
TALKING POINTS
SOLUTION
SELLING
EMPOWERMENT
GUIDELINES
WORK THE
GIVE LIST
(OFFLINE)
REGIONAL
RESPONSE
TEAM (WW)
REGIONAL
DIRECTOR
(US)
NEVER LOSE!
ESCALATE!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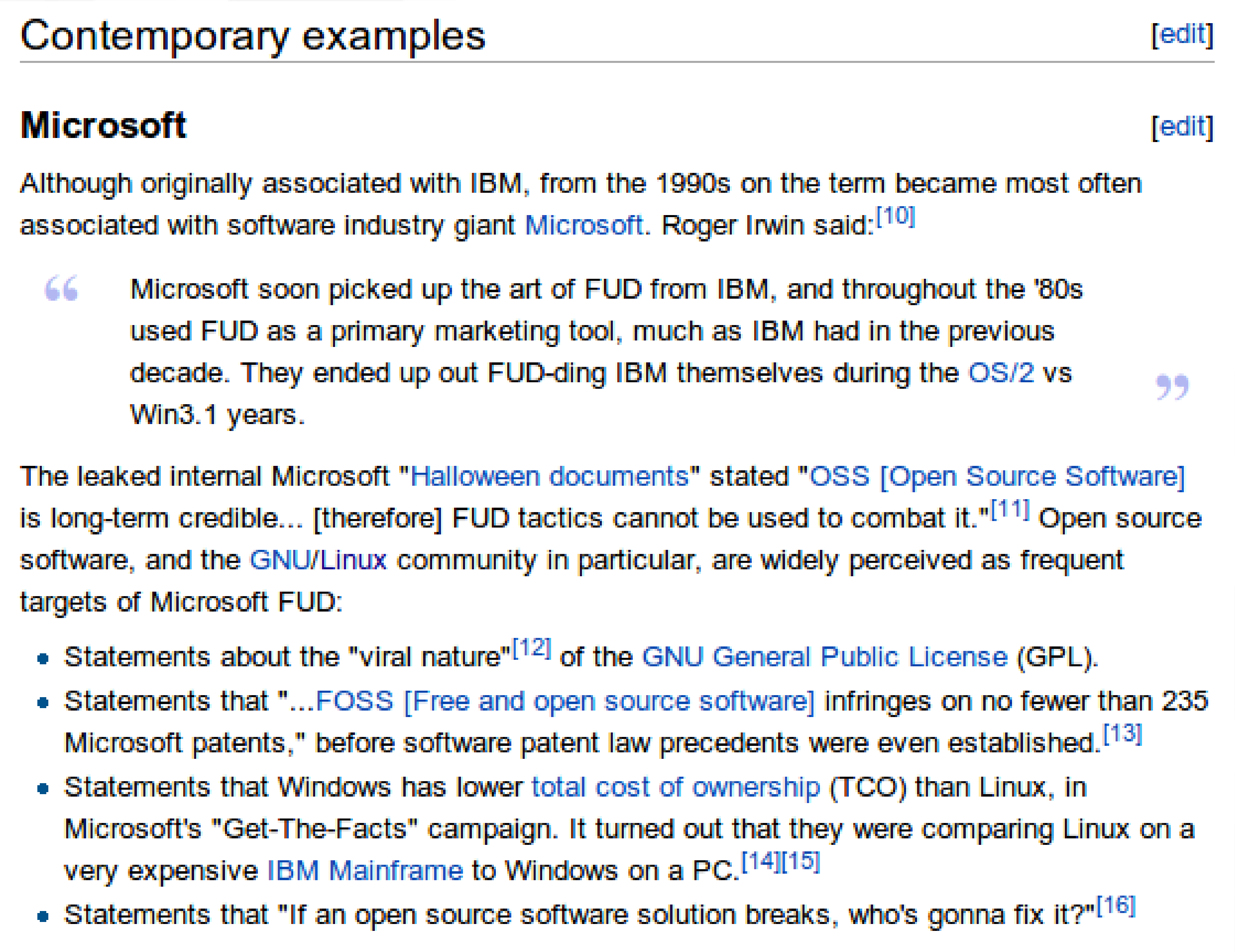
wikipedia.org/wiki/Fear,_uncertainty_and_doubt



Contemporary examples

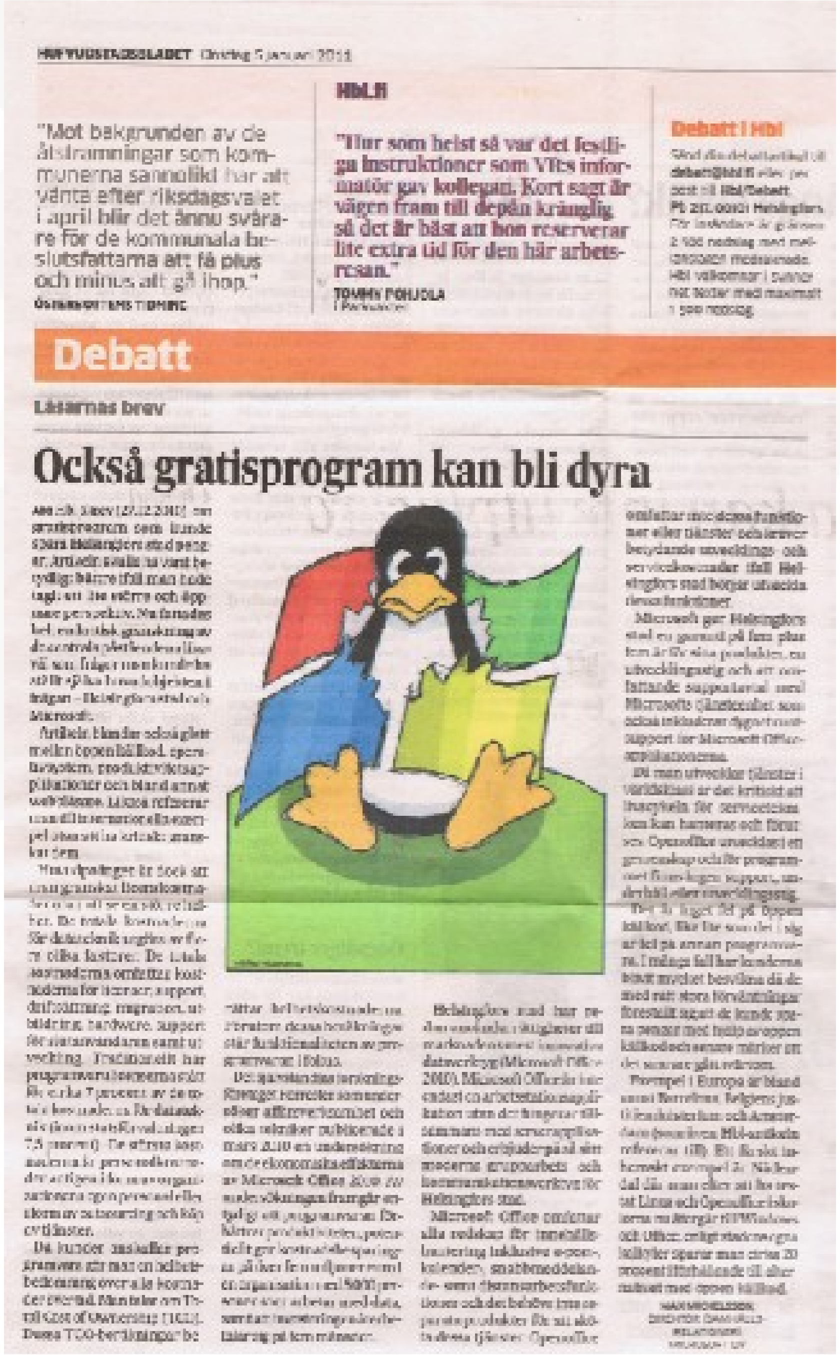
Microsoft

Although originally associated with IBM, from the 1990s on the term became most often associated with software industry giant Microsoft. Roger Irwin said:[10]

> Microsoft soon picked up the art of FUD from IBM, and throughout the '80s used FUD as a primary marketing tool, much as IBM had in the previous decade. They ended up out FUD-ding IBM themselves during the OS/2 vs Win3.1 years.

The leaked internal Microsoft "Halloween documents" stated "OSS [Open Source Software] is long-term credible... [therefore] FUD tactics cannot be used to combat it."[11] Open source software, and the GNU/Linux community in particular, are widely perceived as frequent targets of Microsoft FUD:

- Statements about the "viral nature"[12] of the GNU General Public License (GPL).
- Statements that "...FOSS [Free and open source software] infringes on no fewer than 235 Microsoft patents," before software patent law precedents were even established.[13]
- Statements that Windows has lower total cost of ownership (TCO) than Linux, in Microsoft's "Get-The-Facts" campaign. It turned out that they were comparing Linux on a very expensive IBM Mainframe to Windows on a PC.[14][15]
- Statements that "If an open source software solution breaks, who's gonna fix it?"[16]



HUFVUDSTADSBLADET Onsdag 5 januari 2011

"Mot bakgrunden av de åtstramningar som kommunerna sannolikt har att vänta efter riksdagsvalet i april blir det ännu svårare för de kommunala beslutsfattarna att få plus och minus att gå ihop."
ÖSTERBOTTENS TIDNING

HBL.fi

"Hur som helst så var det festliga instruktioner som VRs informatör gav kollegan. Kort sagt är vägen fram till depån krånglig så det är bäst att hon reserverar lite extra tid för den här arbetsresan."
TOMMY POHJOLA

Debatt i Hbl

Debatt

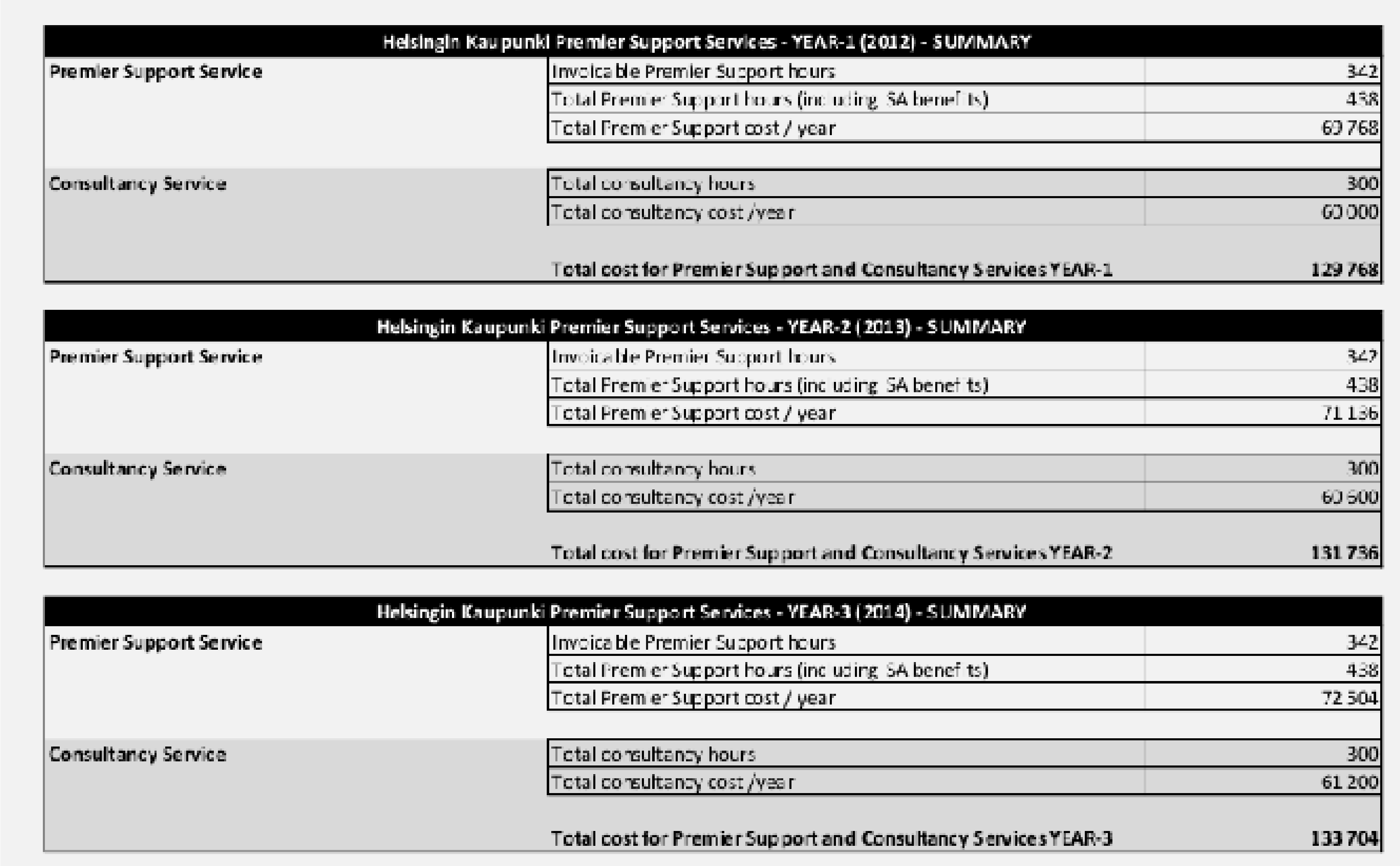
Läsarnas brev

Också gratisprogram kan bli dyra

- “licence cost only 7,5 %”
- “labour biggest source of costs, and since MS has the most productive toolsa according to Forrester research, MS has lowest TCO”
- “MS provides 24/7 support while nobody provides support for OpenOffice”
- “Barcelona, DoJ Belgium and Amsterdam failures”

Helsingin Kaupungille tarjoamamme premier-tukipalvelun hinnoittelu

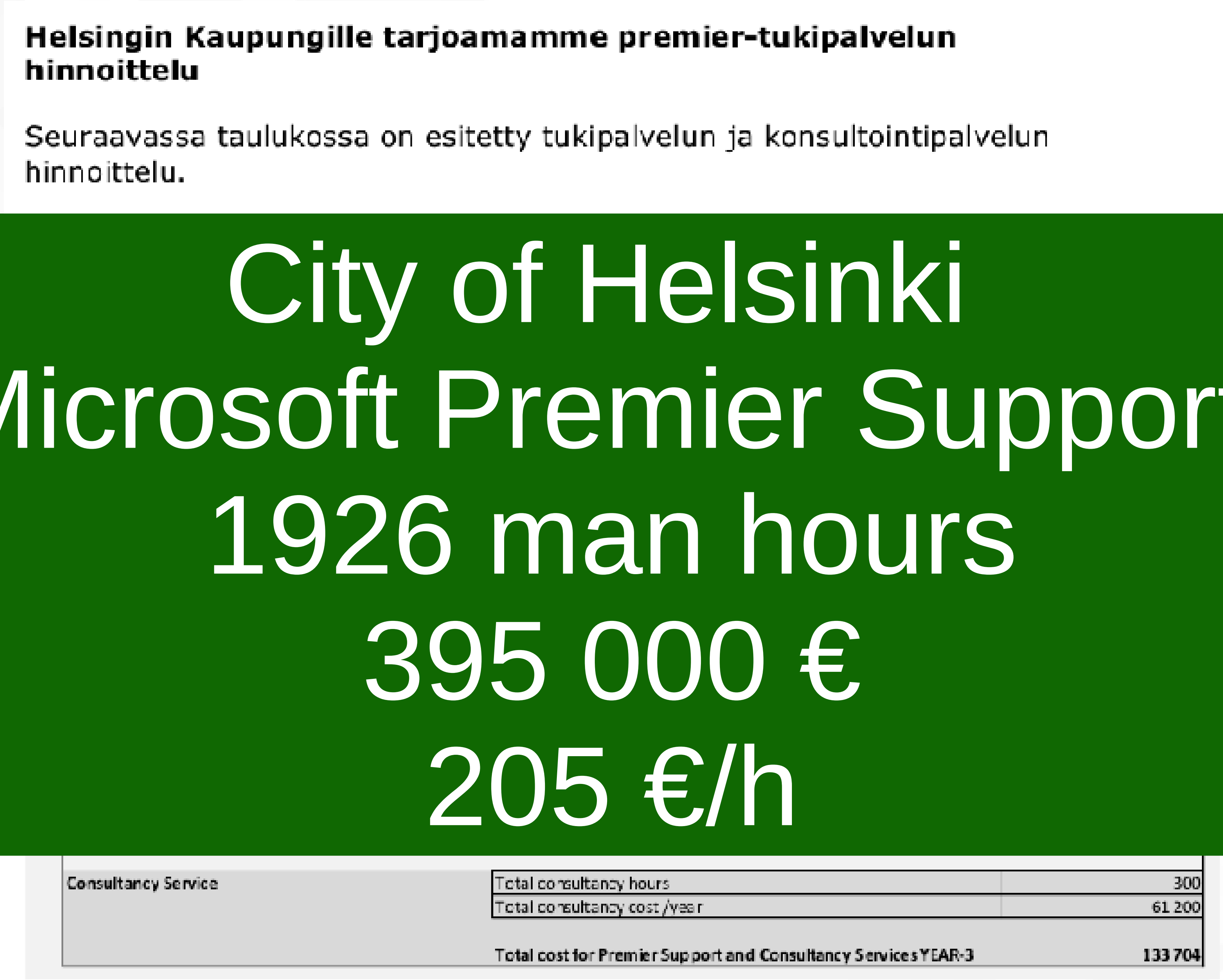
Seuraavassa taulukossa on esitetty tukipalvelun ja konsultointipalvelun hinnoittelu.



Helsingin Kaupunki Premier Support Services - YEAR-1 (2012) - SUMMARY		
Premier Support Service	Invoicable Premier Support hours	342
	Total Premier Support hours (including SA benefits)	438
	Total Premier Support cost / year	69 768
Consultancy Service	Total consultancy hours	300
	Total consultancy cost /year	60 000
	Total cost for Premier Support and Consultancy Services YEAR-1	**129 768**

Helsingin Kaupunki Premier Support Services - YEAR-2 (2013) - SUMMARY		
Premier Support Service	Invoicable Premier Support hours	342
	Total Premier Support hours (including SA benefits)	438
	Total Premier Support cost / year	71 136
Consultancy Service	Total consultancy hours	300
	Total consultancy cost /year	60 600
	Total cost for Premier Support and Consultancy Services YEAR-2	**131 736**

Helsingin Kaupunki Premier Support Services - YEAR-3 (2014) - SUMMARY		
Premier Support Service	Invoicable Premier Support hours	342
	Total Premier Support hours (including SA benefits)	438
	Total Premier Support cost / year	72 504
Consultancy Service	Total consultancy hours	300
	Total consultancy cost /year	61 200
	Total cost for Premier Support and Consultancy Services YEAR-3	**133 704**



Helsingin Kaupungille tarjoamamme premier-tukipalvelun hinnoittelu

Seuraavassa taulukossa on esitetty tukipalvelun ja konsultointipalvelun hinnoittelu.

Consultancy Service	Total consultancy hours	300
	Total consultancy cost /year	61 200
	Total cost for Premier Support and Consultancy Services YEAR-3	**133 704**

City of Helsinki Microsoft Premier Support:

1926 man hours

395 000 €

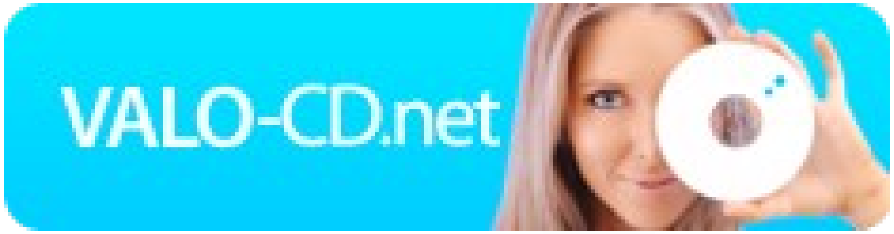
205 €/h

TFC

FUD → TFC

fear → trust
uncertainty → facts
doubt → confidence

Trust – make them experience LibreOffice


VALO-CD.net

Trust needs time

Facts:
case studies
academic publications
scientific cost model

Confidence – Made a personal connection

Trust
Facts
Confidence

TFC

Vote!

Critical mass

fsfe.org/support

BERLIN 2012
CONFERENCE

17th-19th October

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- Visit **fsfe.org/support** with you device now!

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