

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

- ▀ Otto Kekäläinen
- ▀ Free Software Foundation Europe – FSFE.org



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Submitted by [Gijs HILLNIUS](#) on January 28, 2011

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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.



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Headlines of the news items during last two years:

“City of Helsinki to start open desktop pilot”

“Finnish city of Tampere begin pilot with open source office suite”

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

“Helsinki city council presses IT department to continue using open source”

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.”

05 June 2012 | Europa

[ADMS.F/OSS: Working Group Virtual Meeting 2012.06.05](#)

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

We want our governments to use
Free Software

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,
Department 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

	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



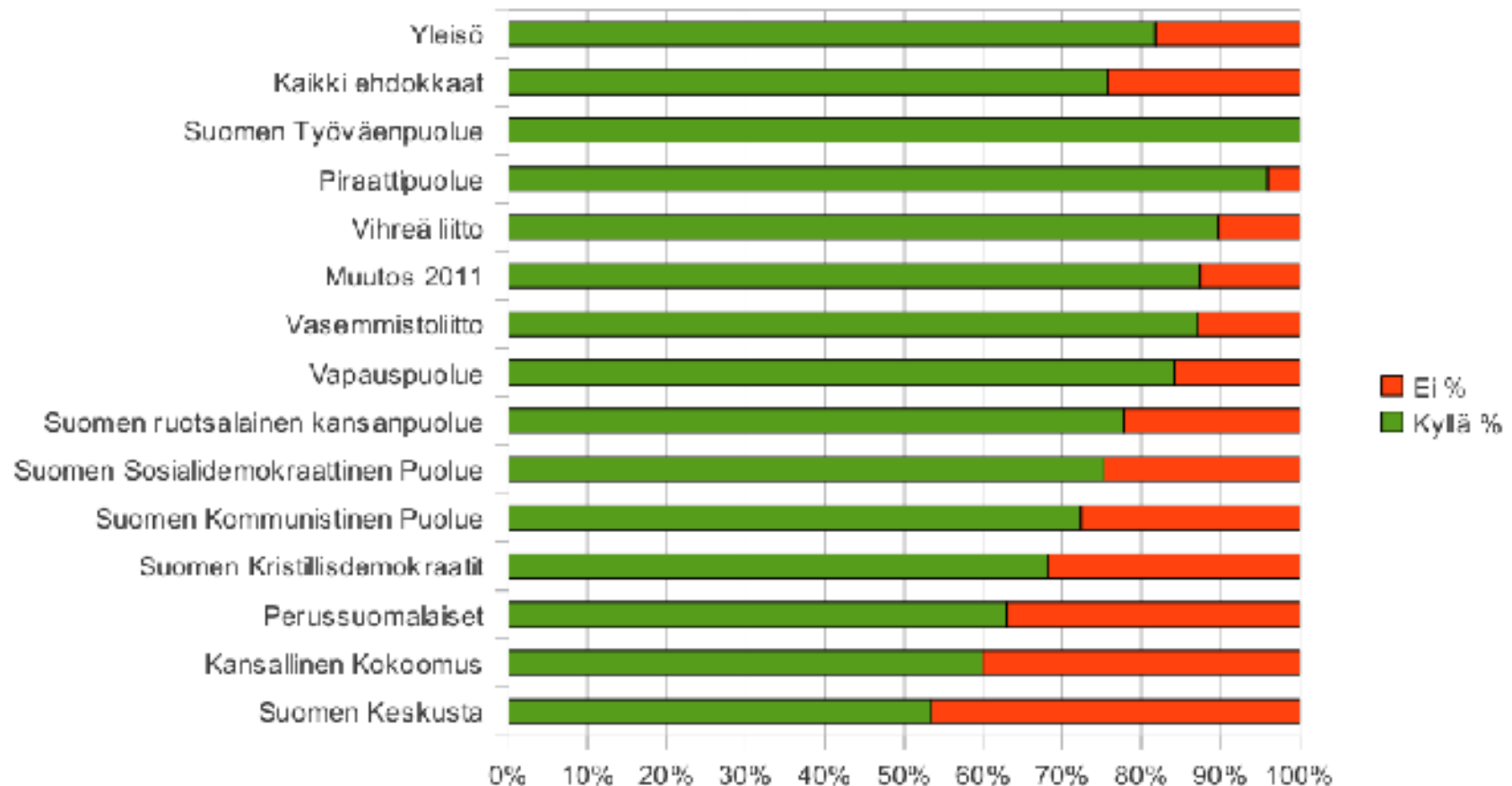
Technical issues?

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 voiskaan hyödyntää täysipainoisesti?



Lähde: <http://www.tietoyhteiskunnanvaalikone.fi/>

Microsoft[®]



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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.

Example of headlines:

“Mayor of Munich: EU laptops should have LibreOffice”

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

“Administration of the Italian region Umbria moving to LibreOffice”

“Greek municipality of Pilea-Hortiatis migrating to LibreOffice”

“Katowice Municipality: saving public money with OpenOffice.org”

“Spain's Las Palmas' moves 1200 PCs to LibreOffice”

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

[Version 2 news item \(in Danish\)](#)

[Municipal APS case study \(in Danish\)](#)

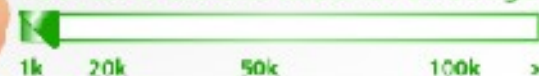


LibreOffice
The Document Foundation

BERLIN 2012
CONFERENCE



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LibreOffice is the power-packed free, libre and open source personal productivity suite for Windows, Macintosh and GNU/Linux, that gives you six feature-rich applications for all your document production and data processing needs: Writer, Calc, Impress, Draw, Math and Base. Support and documentation is free from our large, dedicated community of users, contributors and developers. You, too, can get involved!

See what LibreOffice can do for you »

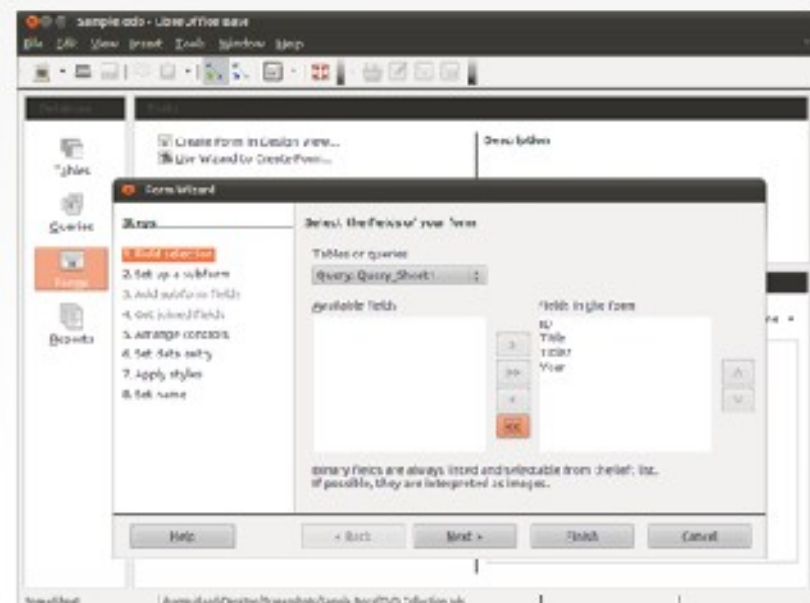


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Linux Account Wins/Threats/Losses

Account	Country	Date	No. of PCs	Industry	Linux Drivers	Reasons: Win/Loss
<u>Wins</u>						
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.
<u>Losses</u>						
Account Name	Country	Customer Segment	No. of PCs	Industry	Reasons for Loss	Other reasons for Loss
Corporate Express	Australia	M/ORG	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	1,500	Public Sector	Govt Endorsement	
Department of General Education	Thailand	M/ORG	1,500	Public Sector	Cost	
University Systems	Thailand	Major	1,000	Public Sector	Performance	
Department of Local Administration	Thailand	M/ORG	3,000	Public Sector	Govt Endorsement	
Columbia Sportswear	US	M/ORG	182	Public Sector	Cost	

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Total Cost of Ownership – TCO

Gartner TCO-tutkimus

Vaasan kaupunki TCO-selvityksen tiivistelmä

Viime aikoina on keskusteltu runsaasti siitä, mitä yksittäiset ohjelmistot maksavat. On arvioitu oletettua edullisempaa ohjelmiston hankintahinnasta on suuria säästöjä kokonaistalouden kannalta. Näitä ei todellisuudessa ole, vaan kokonaistalouden siipua erittäin paljon tietokoneiden ympäristön osakkeista. Yhden osan kannattavuus vähemmän on, toisaalta on laatuasteen osalta. Tällä on kaksipuolinen vaikutus: puutteelliset laatuasteet aiheuttavat kalliita korjauksia ja lisäinvestointeja.

Kokonaistalouden laskenta (Total Cost of Ownership, TCO) on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Käytännössä tutkimus on selittänyt, miten Vaasan kaupungin ohjelmistojen hankintaa ja käyttöä voidaan parantaa. Tiedotus on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

TCO (joka on ROI - Return Of Investment ja RE - Rapid Economic Justification) on ohjelmistojen hankintaa ja käyttöä selittävä tutkimus, josta on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Tässä tutkimuksessa selvitetään, voidaanko Microsoftin tuotteita ja niiden käyttöä laadullisesti parantaa Vaasan kaupungin tietokonekäyttöä. Tarkoituksena on myös selvittää, miten Vaasan kaupungin tietokonekäyttöä voidaan parantaa.

Vertailun laadun parantaminen on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Vuokroissa 22.11.2001

Tekijä

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Gartner TCO-tutkimus

Tiivistelmä - Tammikuu 2002

Lappeenrantaan kaupungin tietokonekäyttöä kehitettiin ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Tietokonekäyttöä on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Käyttäjien tietokoneissa käytössä olevien ohjelmistojen ja tietokoneiden määrä on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Laitteet on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Käyttäjien on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Keskittetty tuki on kehitetty ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

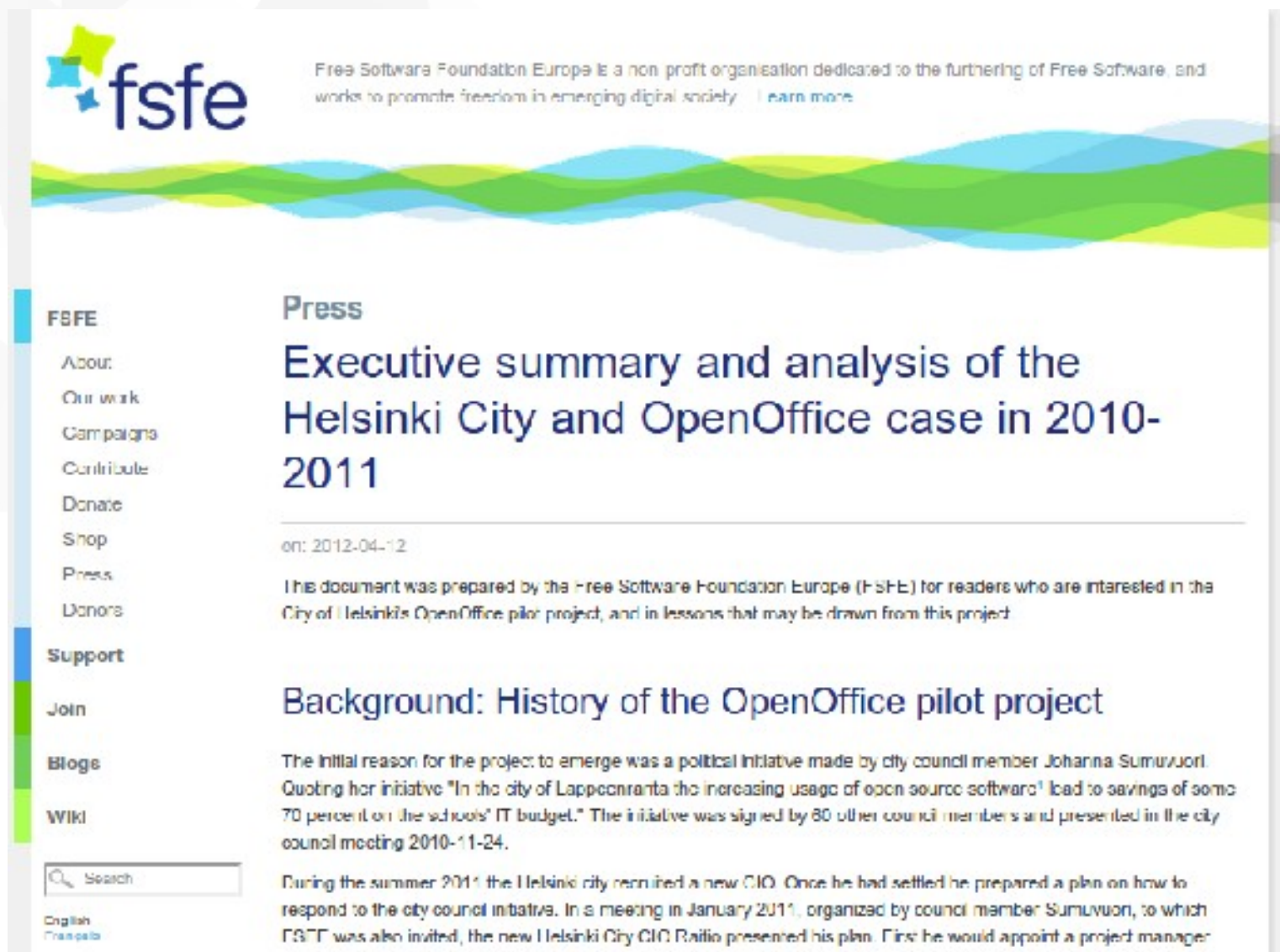
Lappeenrantaan kaupungin tällä hetkellä käytössä olevan tietokonekäyttöä kehitettiin ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Kaupungin tietokonekäyttöä kehitettiin ja se on yleisesti tunnettu. TCO on Total Cost of Ownership (TCO) -laskenta, joka on kehitetty ja se on yleisesti tunnettu.

Käytännössä tutkimus on selittänyt, miten Vaasan kaupungin ohjelmistojen hankintaa ja käyttöä voidaan parantaa. Tiedotus on kehitetty ja se on yleisesti tunnettu.

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Helsinki migration to LibreOffice: **21,5 million euros**



The screenshot shows the fsfe.org website. At the top left is the fsfe logo, which consists of three stylized stars in blue, green, and yellow, followed by the text 'fsfe'. To the right of the logo is a short description: '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.' with a link to 'learn more'. Below this is a decorative wavy line in shades of blue, green, and yellow. On the left side, there is a vertical navigation menu with links: 'FSFE', 'About', 'Our work', 'Campaigns', 'Contribute', 'Donate', 'Shop', 'Press', 'Donors', 'Support', 'Join', 'Blog', and 'Wiki'. Below the menu is a search bar with the text 'Search' and a magnifying glass icon. At the bottom left of the menu area, it says 'English' and 'Français'. The main content area on the right has the heading 'Press' followed by the title 'Executive summary and analysis of the Helsinki City and OpenOffice case in 2010-2011'. Below the title is the date 'on: 2012-04-12'. The text of the press release states: '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.' Below this is the section 'Background: History of the OpenOffice pilot project'. The text describes the project's origin: '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 software¹ 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.' The text continues: '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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Michael A. Silver

*VP Distinguished Analyst
Stamford, CT USA*

Years of Experience

- 16 years at Gartner
- 27 years IT industry

Areas of Coverage

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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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Author(s)

David Mitchell Smith,
Michael A. Silver

Michael A. Silver, Stephen
Kleynhans

Michael A. Silver, Stephen
Kleynhans

Michael A. Silver, Stephen
Kleynhans, David Mitchell
Smith

Michael A. Silver, Frances
O'Brien



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 "shillanalysts".

Nooxml.org talks about Michael Silver, but it does not seem to realise who this guy is. It speaks about [the bias](#) 

Post Author

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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>

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- ▶ Oracle esittäytyi palvelinvalmistajana
- ▶ Nokian Kallio-vuolle kohtalotoveri
- ▶ Päivän softa: Suojaa Mac-haittaohjelmien varalta

Microsoft painosti ministeriötä OpenOffice-hankkeessa

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- ▶ Linux-haava: Helsinkiin yliopisto sulki palvelimet ja tietokoneet
- ▶ WSJ: myös HP harkitsi Nokian Elopia pääjohtajaksi
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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: Enimmäkseen välitöiden alla oleva hintavertailu ei pidä paikkansa, vaikka vaihtoehtojen järjestys täsmäkin. Vältökirjassa on myös tuorempi arvio kustannuksista. Sen mukaan OpenOffice-vaihtoehtojen hinta vuosille 2000–2011 on 2,1 miljoonaa euroa ja MS Officen 6,8 miljoonaa.

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

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Hae

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.

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

Did Microsoft lie?

“Selective truth”

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 ship-shipping and the customers that are using them. In the face of strong competition, Evangelism's

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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?

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Winning Government and Education

"EDGI" (Education & Government Incentive) Program

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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 ecosystem 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.

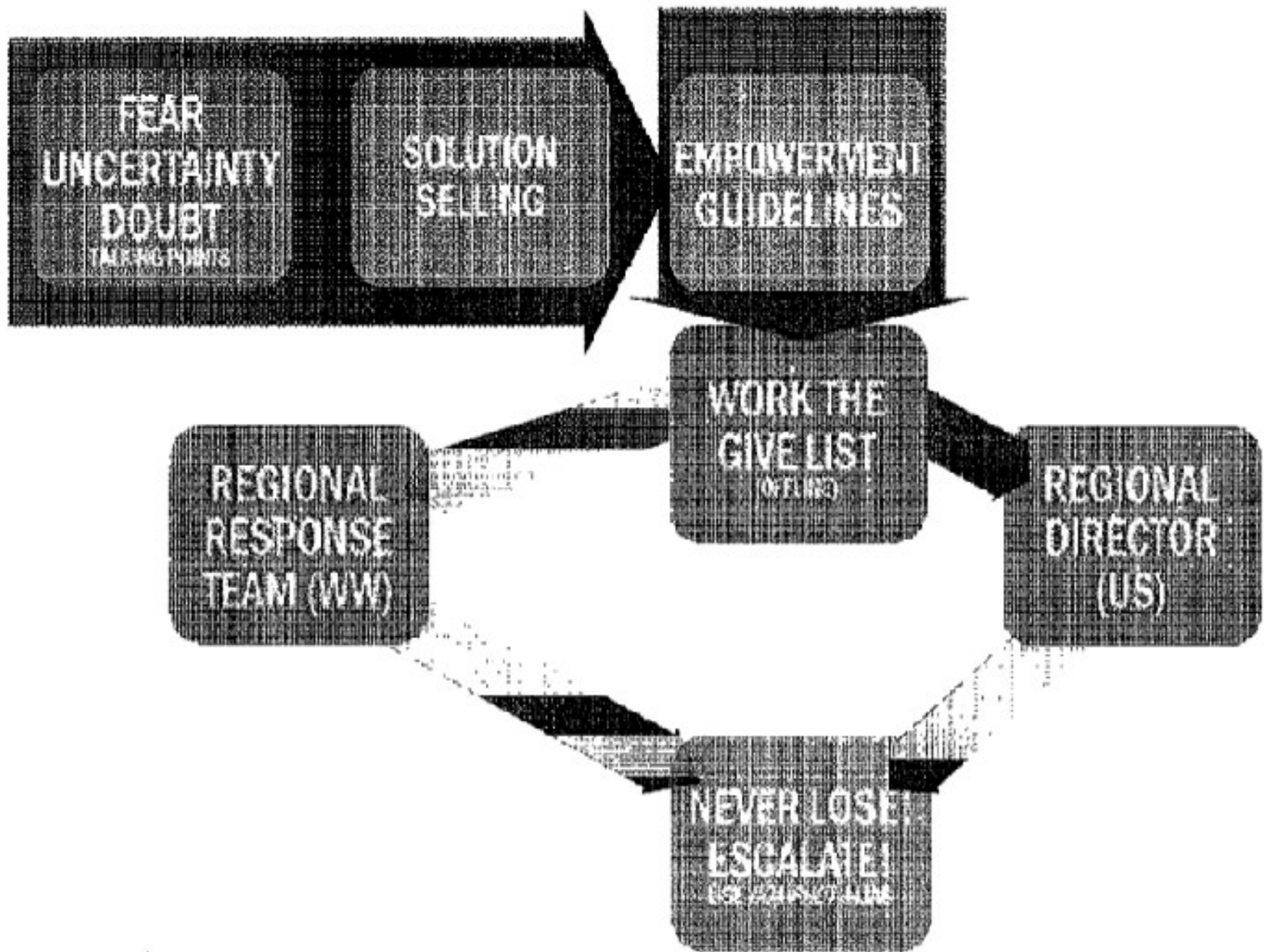
How does this impact the subsidiary financially? What about my quota? We are still working out reporting and accounting issues. At a minimum you can expect the following:

- 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
DOUBT
TAKE POINTS

SOLUTION
SELLING

EMPOWERMENT
GUIDELINES

FUD!
NEVER LOOSE!

NEVER LOSE
ESCALATE
DISCIPLINE

wikipedia.org/wiki/Fear,_uncertainty_and_doubt

Contemporary examples

[\[edit\]](#)

Microsoft

[\[edit\]](#)

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]

HBL

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

ÖSTRAKOSTENS TJÄNING

"Hur som helst så var det festliga instruktioner som Vits 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."

TOURNE FOLJULA
I Rättshuset

Debatt i Hbl

Skud ska det fortfarande till debatt i Hbl i våren, per post till Hbl/Debatt, PO 221 00021 Helsingfors. För inlämnande är gränsen 2 100 tecken med mellanslag och meddelande. Hbl välkomnar i synnerhet kortare meddelanden.

Debatt

Läsarnas brev

Också gratisprogram kan bli dyra

Åre 2011, 12/12 2011. En programvara som kallas OpenOffice är ett gratis program. Även om det är gratis, så kan det bli dyrt. Detta beror på att det är ett program som är utvecklat av en grupp människor som är intresserade av att skapa ett program som är gratis. Detta betyder att det är ett program som är utvecklat av en grupp människor som är intresserade av att skapa ett program som är gratis.

Artikeln handlar också om OpenOffice. Detta är ett program som är utvecklat av en grupp människor som är intresserade av att skapa ett program som är gratis. Detta betyder att det är ett program som är utvecklat av en grupp människor som är intresserade av att skapa ett program som är gratis.

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omfattar Microsofts funktioner eller tjänster och är av betydande användnings- och servicevärde för Helsingfors stad börjar utvärdera dessa funktioner.

Microsoft ger Helsingfors stad en garanti på fem platser för att de ska kunna använda Microsofts tjänster och Microsofts tjänster som omfattar Microsofts tjänster och Microsofts tjänster som omfattar Microsofts tjänster och Microsofts tjänster som omfattar Microsofts tjänster.

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- ◆ "licence cost only 7,5 %"
- ◆ "labour biggest source of costs, and since MS has the most productive tools 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	Invoiceable Premier Support hours	342
	Total Premier Support hours (including SA benefits)	438
	Total Premier Support cost / year	60 768
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	Invoiceable 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	60 500
	Total cost for Premier Support and Consultancy Services YEAR-2	131 736

Helsingin Kaupunki Premier Support Services - YEAR-3 (2014) - SUMMARY		
Premier Support Service	Invoiceable 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.

City of Helsinki
Microsoft Premier Support:
1926 man hours
395 000 €
205 €/h

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

TFC

FUD

→ TFC

fear
uncertainty
doubt

→ trust
→ facts
→ confidence

Trust – make them experience LibreOffice



Trust needs time

Facts:
case studies
academic publications
scientific cost model

Confidence – Made a personal connection

Vote!

Critical mass

BERLIN 2012 CONFERENCE

17th-19th October

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