Evaluating and Supporting OpenOffice.org in the Public Administration: the COSPA project

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Agenda

- Introduction: desktop OSS
- An experience with OOo
- COSPA project
- Q & A

Introduction: desktop OSS

- Client operating systems, office automation, personal productivity, *etc.*;

- The FLOSS project interviewed about 1500 EU companies and institutions:

  - *5% use some desktop OSS;*

- In the IT world things change quickly, and FLOSS' survey was in early 2002:

  - *Linux for desktop, OpenOffice.org, etc.*

An Experience with OOo

- To qualitatively experiment the feasibility of OpenOffice.org for office automation;

- Target group: municipalities of the Province of Bolzano-Bozen (Northern Italy):

  - *About 500.000 citizens;*

  - *116 municipalities;*

  - *About 2000 desktops (Windows-based);*

- Started in January 2003 by the Consortium of the Municipalities of the Province of Bolzano-Bozen (http://www.gvcc.net).

Methodology

- Three steps:
  - *visit the "candidate" site:*
    - *Introduction to OpenOffice, workplan definition;*
  - *hw/sw setup:*
    - *OpenOffice deployment, documents conversion;*
  - *personnel training:*
    - *Off-site half-day courses;*

- Support:
  - *One person full-time, plus two on necessity;*
  - *Web documentation.*

Current status

- OpenOffice.org installed in all the machines (about 2000), alongside the existing software;

- Mixed environment: OOo coexists with "traditional" office software;

- Actual usage of OOo difficult to assess, however...

A snapshot

Documents created
in one month
(august 2004):
- .SXW's => OOo
- .DOC's => MS Word
(maybe OOo!)

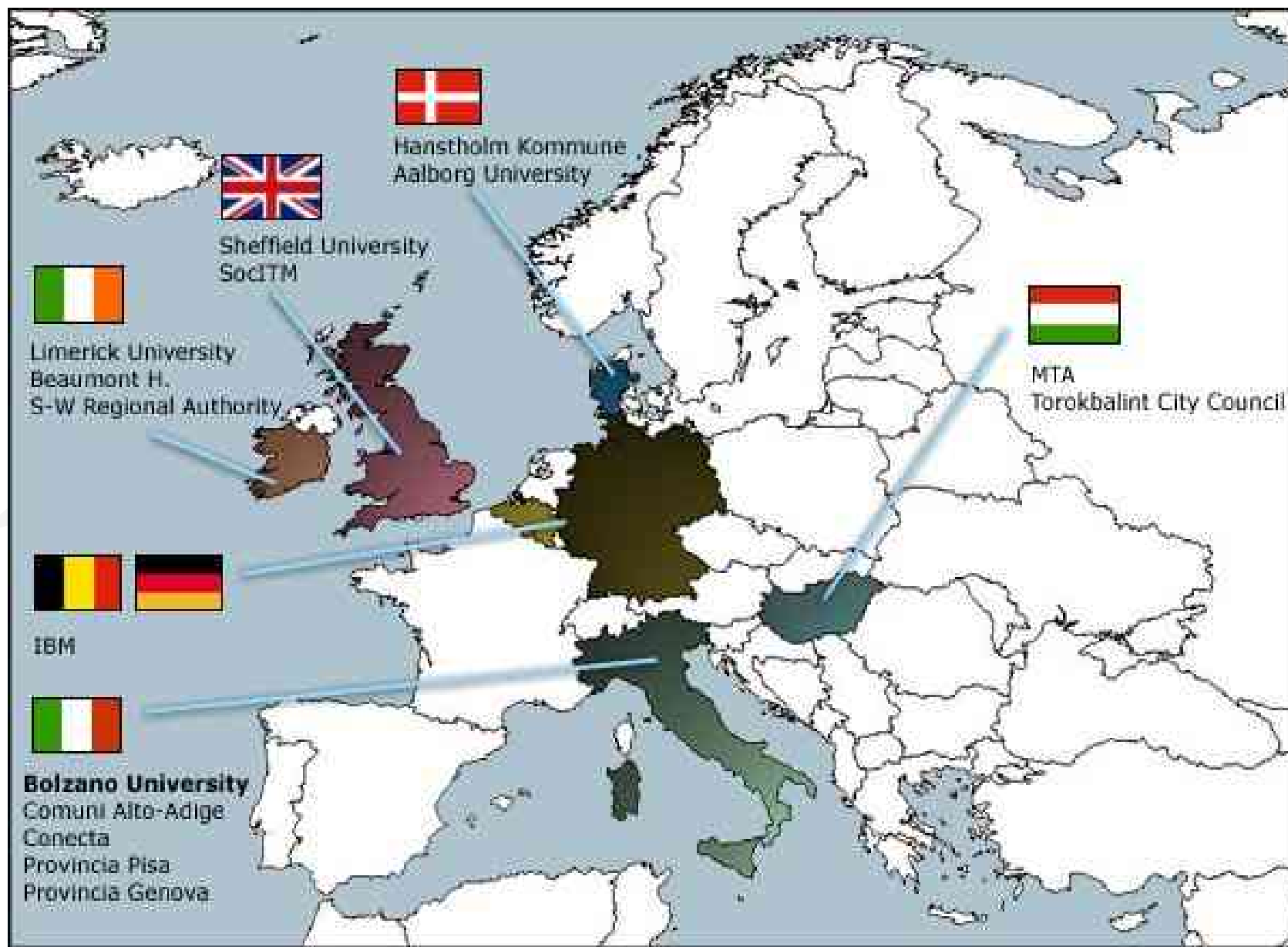| Server	.SXW one month	.DOC one month	% of SXW
nstpankraz	106	5	95%
innaltheim	165	9	95%
nmoelten	337	20	94%
nvoeran	103	8	93%
nmargreid	217	21	91%
nhafling	125	32	80%
nstmartinp	513	184	74%
nbzgsal	505	182	74%
naldein	154	69	69%
njenesien	227	108	68%
nbarbian	161	77	68%
sarek	106	58	65%
nstulrich	301	165	65%
nkurtatsch	176	108	62%
vippol	37	23	62%
nproveis	90	58	61%
nterlan	230	162	59%
nlaurein	71	53	57%
ntiers	95	78	55%

Lessons learned

- Personnel's resistance to change seems to be the biggest problem;

- The "brute force" method (*i.e.* substituting the existing software environment) is not likely to work;

- Document conversion may be a lengthy process (*e.g.* macro);

- Effort, costs and benefits are difficult to analyse...

Follow-up: the COSPA project

- <u>C</u>onsortium for <u>O</u>pen <u>S</u>ource in the <u>P</u>ublic <u>A</u>dministration:

  - *Introducing, analysing and supporting the use of open source in the Public Administration;*

- When:

  - *From January 2004 to December 2005*

- How much:

  - *Funded by 6th Framework Programme of the EU;*

  - *Total budget: 4M€;*

  - *EU contribution: 2,6M€.*

COSPA partners

COSPA research

- Models of TCO/ROI in PAs;

- Pilot projects in the partner PAs for the introduction and use of OOo (and other OSS);

- Cost/benefit analysis;

- Collection of data on migrations to OSS:

  - *PROM (fine grained process data collection): empirically comparing the usage of proprietary vs OSS;*

PROM: an example

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<Prom>
    <Session>
        <Identification><User login="pzuliani@caselap1.cospa" id="20023" />
        </Identification>
    <Project><Project name="not used" id="0" />
    </Project>
    <Data>
        <Item><Key>Date</Key>
            <Value>20040922154408</Value>
        </Item>
        <Item><Key>Metrics</Key>
            <Value />
        </Item>
        <Item><Key>Delta</Key>
            <Value>13</Value>
        </Item>
        <Item><Key>Source</Key>
            <Value>Plugin OpenOffice XML</Value>
        </Item>
        <Item><Key>Application</Key>
            <Value>StarOffice XML (Impress)</Value>
        </Item>
        <Item><Key>Entity Name</Key>
            <Value>C:\Documents and Settings\pzuliani\Desktop\OOocon2004-Zuliani.sxi</Value>
        </Item>
    </Data>
    </Session>
</Prom>
```

COSPA deliverables

- Our website http://www.cospa-project.org

  - *Training material for OOo (Calc, Write, Impress) in English, Italian, German, Hungarian and Danish;*

  - *Access to the COSPA Knowledge Base (but please give us time to populate it :)*

  - *Project documents as work progresses (OSS catalogues, case studies, experience reports, etc.)*

  - *Migration tools (aka "COSP@ware")*

Opportunity: COSPA Observers

http://www.cospa-project.org

COSPA - Consortium for Open Source in the Public Administration

The Consortium aims at analysing the effects of the introduction of Open Data Standards (ODS) and Open Source (OS) software for personal productivity and document management in European PAs.

- 15 European participants from Italy, Hungary, Denmark, UK, Ireland, Belgium
- 3 international "observers" from Canada, New Zealand and UNESCO
- Funded within the IST (Information Society Technologies) Priority of the EU's Sixth Framework Programme (FP6)

Do you want to become an Observer?

Conclusions

- OOo seems to _qualitatively_ work well in the small-medium PAs considered;

- Introduction of OOo and migration from proprietary/existing sw is not easy:
  - _Training, resistance to change, support, etc.;_

- Costs and benefits are far from being clear!

- We need to better understand the migration issue:
  - _The COSPA project aims at analysing it._

Thank you!

Questions?