

Should I adopt OpenOffice.org?

Giancarlo Succi

Center for Applied Software Engineering

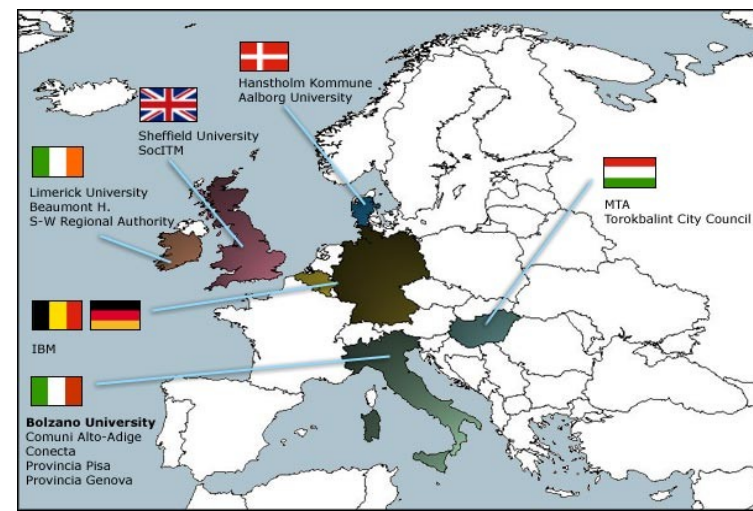
Free University of Bolzano/Bozen

Giancarlo.Succi@unibz.it



COSPA Project

- COSPA members
 - 4 Research Institutions
 - 8 Public Administrations
 - 2 Industry Organisations
- More than 60 observer partners
- Representing more than 19 European countries





Main objectives

- 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.
 - Categorize and disseminate knowledge
 - Definition of viable paths for a successful transition



COSPA Research

- TCO/ROI models for the PAs;
- Pilot projects in partner Pas for the introduction of OSS
- Cost and benefit analysis
- Collection of data on the migration to OSS
 - PROM (PRO Metrics, process metrics): empirically compare the usage of proprietary and OS software



TCO Model

- Total Cost of Ownership model
 - Concept introduced by Gartner group in 1987.
 - Widely applied
 - Some recent studies
 - Yankee Group Reports on Linux and Windows TCO comparison



The Framework

- Provide a framework to evaluate the transition to OS software in Pas
- Identify the cost metrics by using
 - TCO
 - GQM
- Collect data and measures specific to the PA under analysis
- Compute the TCO before and after the transition at the business process level.



Early results

- Definition of a catalogue of OSS/ODS
- Collection and scomposition of Business Processes of partner PAS
- Definition of software requirements in partner PAs
- Definition of a framework for the evaluation of the transition

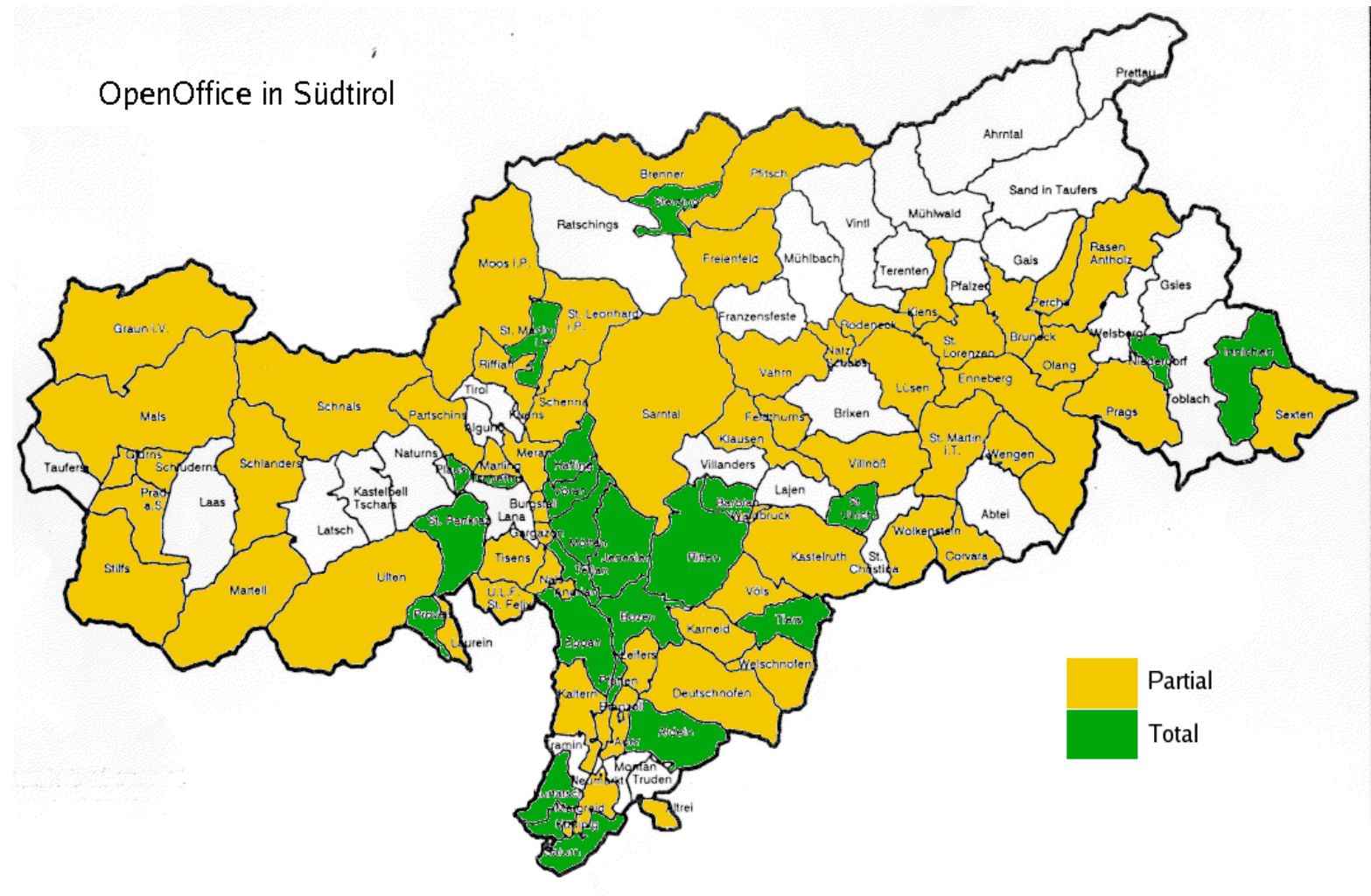


Experimentation

- Two phases:
 - OpenOffice.org on Windows
 - ~3600 installations of OpenOffice.org
 - PROM installed to monitor usage
 - Questionnaires submitted to evaluate attitude towards OSS
 - OpenOffice.org on Linux
 - starting



Case one: SGV (1/2)





Case one: SGV (2/2)

- May 2005
- Usage of the Ooo format
- SXW -> OOO
- DOC -> MS Office
- DOC -> Ooo
- 113 municipalities
 - 23 municipalities work only with Ooo
 - 65 work partially with OOO

Server	SXW 1 Month	DOC 1 Month	1 Month
innaltheim	139	0	100%
nbzgwip	15	0	100%
nstpankraz	278	9	97%
nmargreid	289	12	96%
nvoeran	178	9	95%
nmoelten	338	24	93%
nstmartinp	399	35	92%
nhafing	111	13	90%
nsalurn	559	94	86%
npfatten	2065	513	80%
nbzgsal	733	209	78%
nritten	785	269	74%
nbarbian	184	69	73%
nterlan	353	141	71%
ntscherms	198	90	69%
nstulrich	399	189	68%
njenesien	288	137	68%
nkurtatsch	245	137	64%
neppan	1704	1006	63%
ntiers	172	105	62%
naldein	240	149	62%
nproveis	90	67	57%
nniederdorf	275	278	50%
....
TOTAL	13837	55997	19.81%



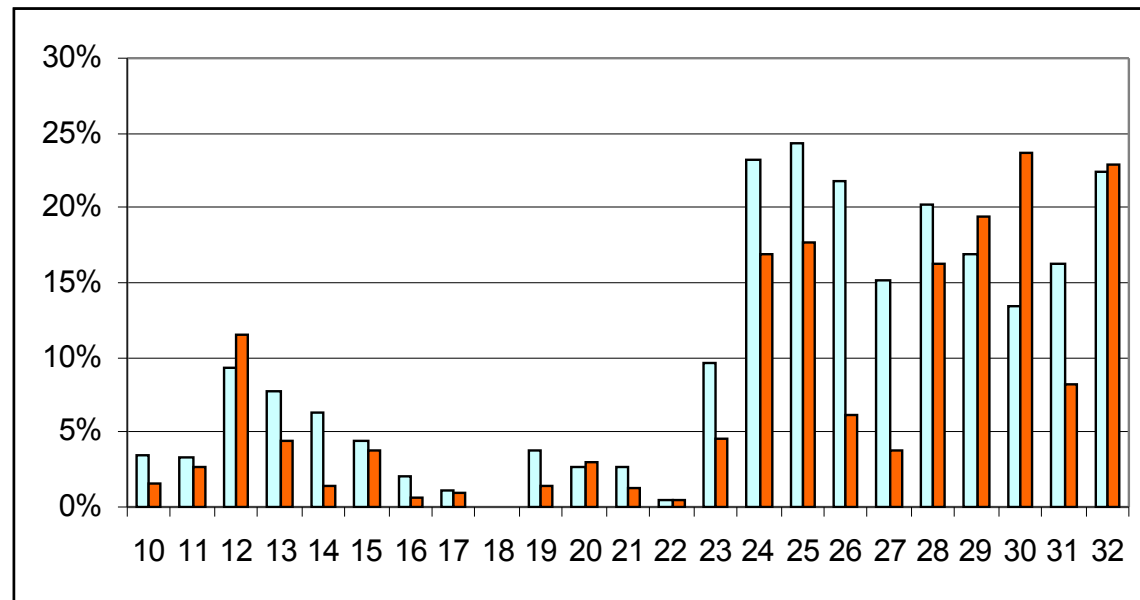
Case two: PROBZ (1/8)

- Autonomous Province of Bozen-Bolzano
- Case study refers to PROBZ as observer, 22 clients transition test phase
- Now installing OOo on more than 3000 clients
- Training
- Support
- Monitoring of usage of office automation applications



Case two: PROBZ (2/8)

- OOo adoption



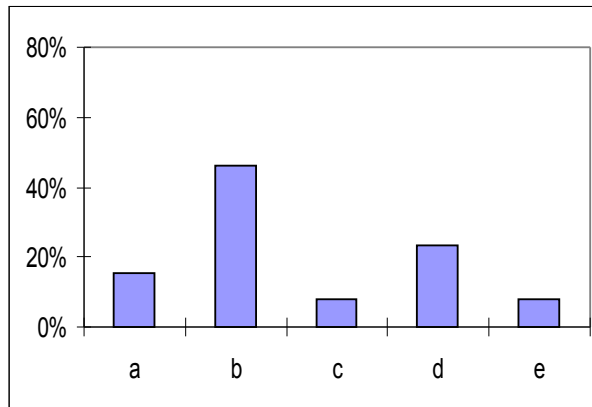
In blue the percentage of opened files using OpenOffice is represented and in orange the percentage of average time devoted to OpenOffice among users that effectively used OpenOffice.



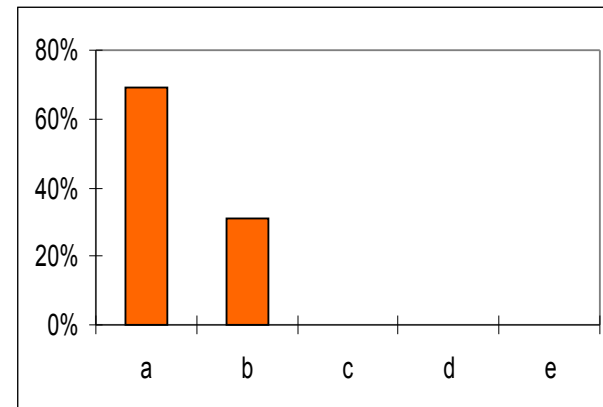
Case two: PROBZ (3/8)

- On attitude towards OSS

Pre-Test



Post-Test

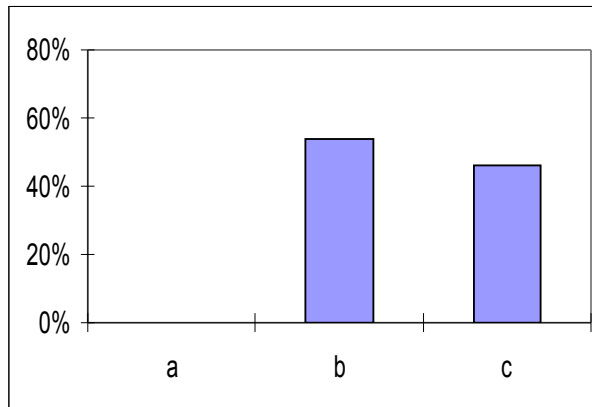


- Question A:
- Are you familiar with the expressions "Free Software" / "Open Source"?
- (a) Very familiar, (b) Fairly familiar, (c) Sufficiently familiar, (d) Barely familiar, (e) Not familiar at all

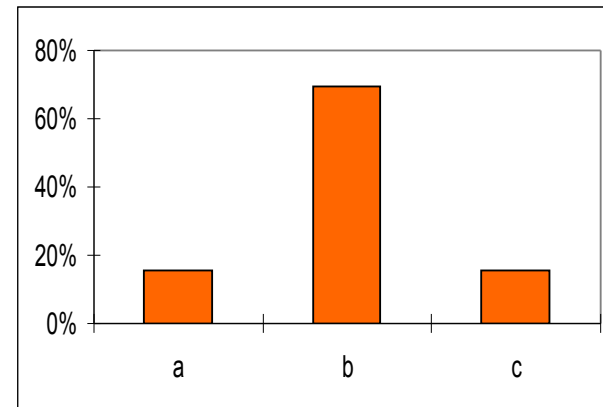


Case two: PROBZ (4/8)

Pre-Test



Post-Test

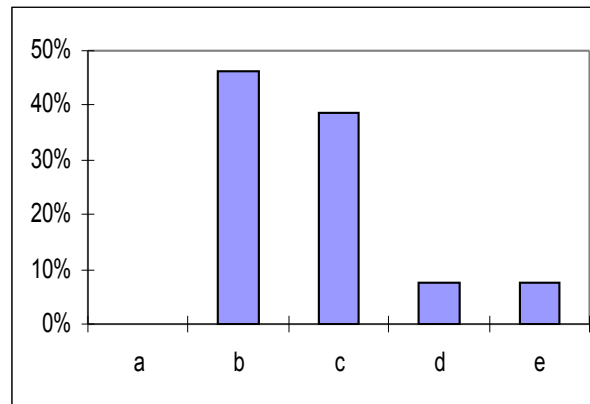


- Question B:
- What is your perception of the expression "Free Software" / "Open Source" ?
- (a) Negative, (b) Positive, (c) Neutral

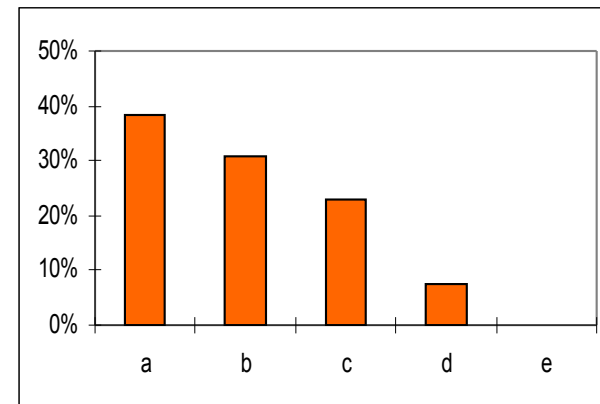


Case two: PROBZ (5/8)

Pre-Test



Post-Test

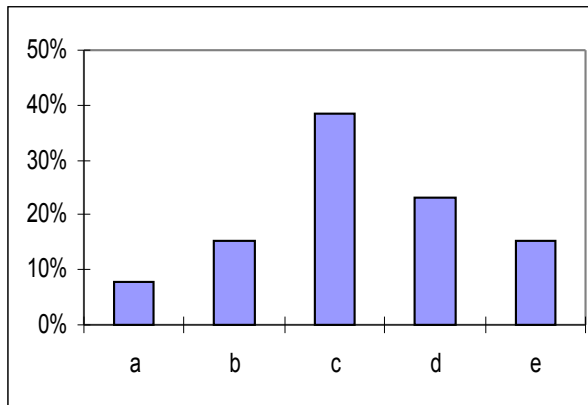


- Question C:
- How much is important that the application you use is well-known and widely used?
- (a) Very important, (b) Important, (c) Quite important, (d) Not very important, (e) Not important

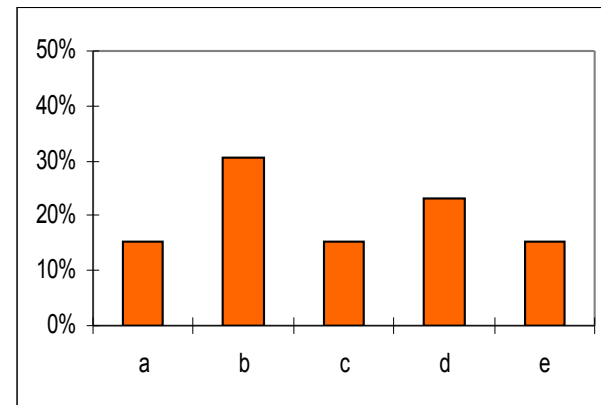


Case two: PROBZ (6/8)

Pre-Test



Post-Test

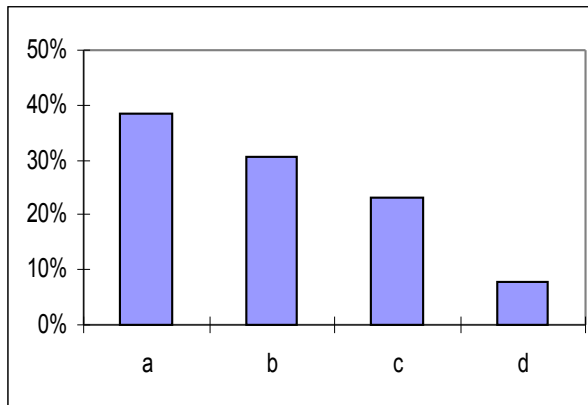


- Question D:
- You are reluctant to give up the use of application software that you are used to in favor of an OSS alternative!
- (a) Totally Agree, (b) Agree, (c) Neither, (d) Disagree, (e) Totally disagree

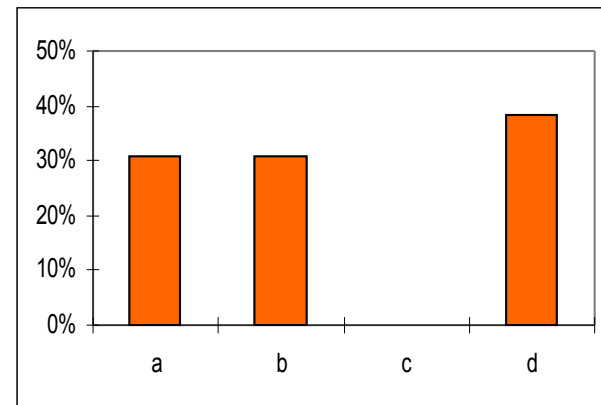


Case two: PROBZ (7/8)

Pre-Test



Post-Test



- Question E:
- Which motivations you have to use Open Source Software:
- (a) You believe it is right to support OSS initiatives, (b) You find that today's market dominance of a single software vendor is wrong, (c) Other, (d) I have no motivation to use Open Source Software

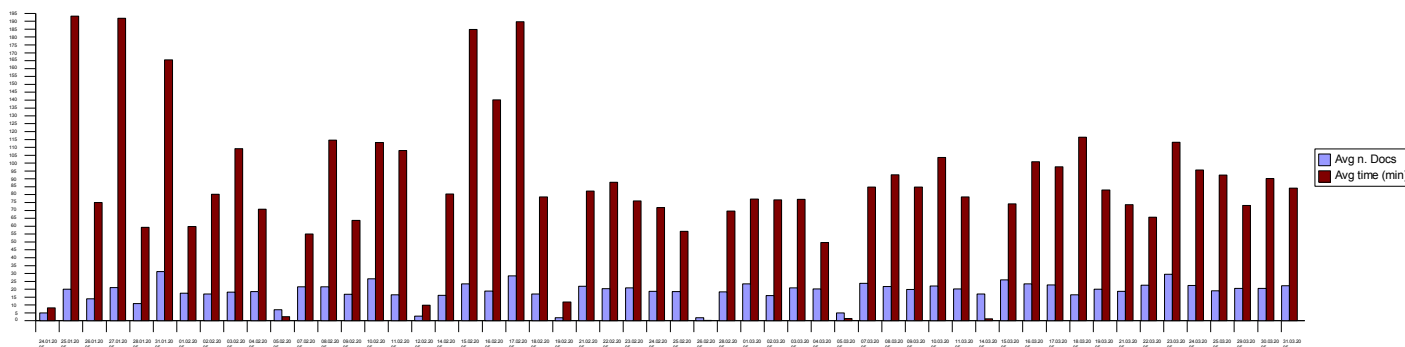


Case two: PROBZ (8/8)

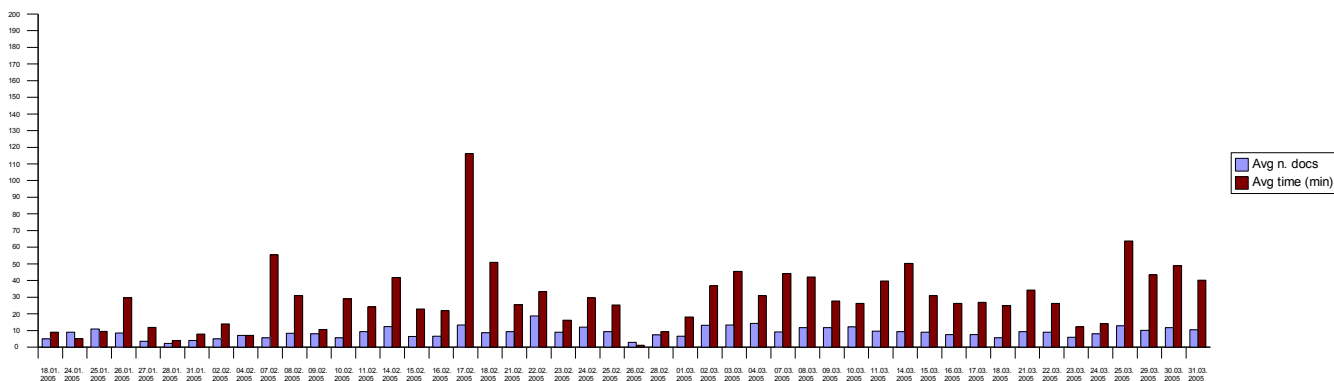
- Has the attitude changed?
 - Obviously, all users know the term Open Source, after the experimentation.
 - Users now see OSS as either positive or negative (less neutral opinions).
 - They give more importance to the fact that the application is well-known.
 - Users remain open to a transition to OSS.
 - From additional questions, users migrated to OSS give more importance to the training phase.



Case three: PP (1/2)



Microsoft Office - In blue the average number of documents per day and in red the average time.



OpenOffice.org - In blue the average number of documents per day and in red the average time.



Case three: PP (2/2)

- In general usage of OOo is 20-30% related to MS Office
- Can be seen as a success
- From what we have seen it is difficult to get a greater usage, given the current environment
- It is necessary to gather more global transitions



Conclusions

- Resistance to change seems one of the biggest issues
- “brute-force” method (complete migration from the beginning) is not working
- Conversion of documents requires time and can cause troubles (eg. macros)
- Compatibility with old documents is of key importance
- Trade-off of a user interface similar to MS Office (to ease users) and innovation
- Some OOo concepts are not easily learned by users (eg. styles)

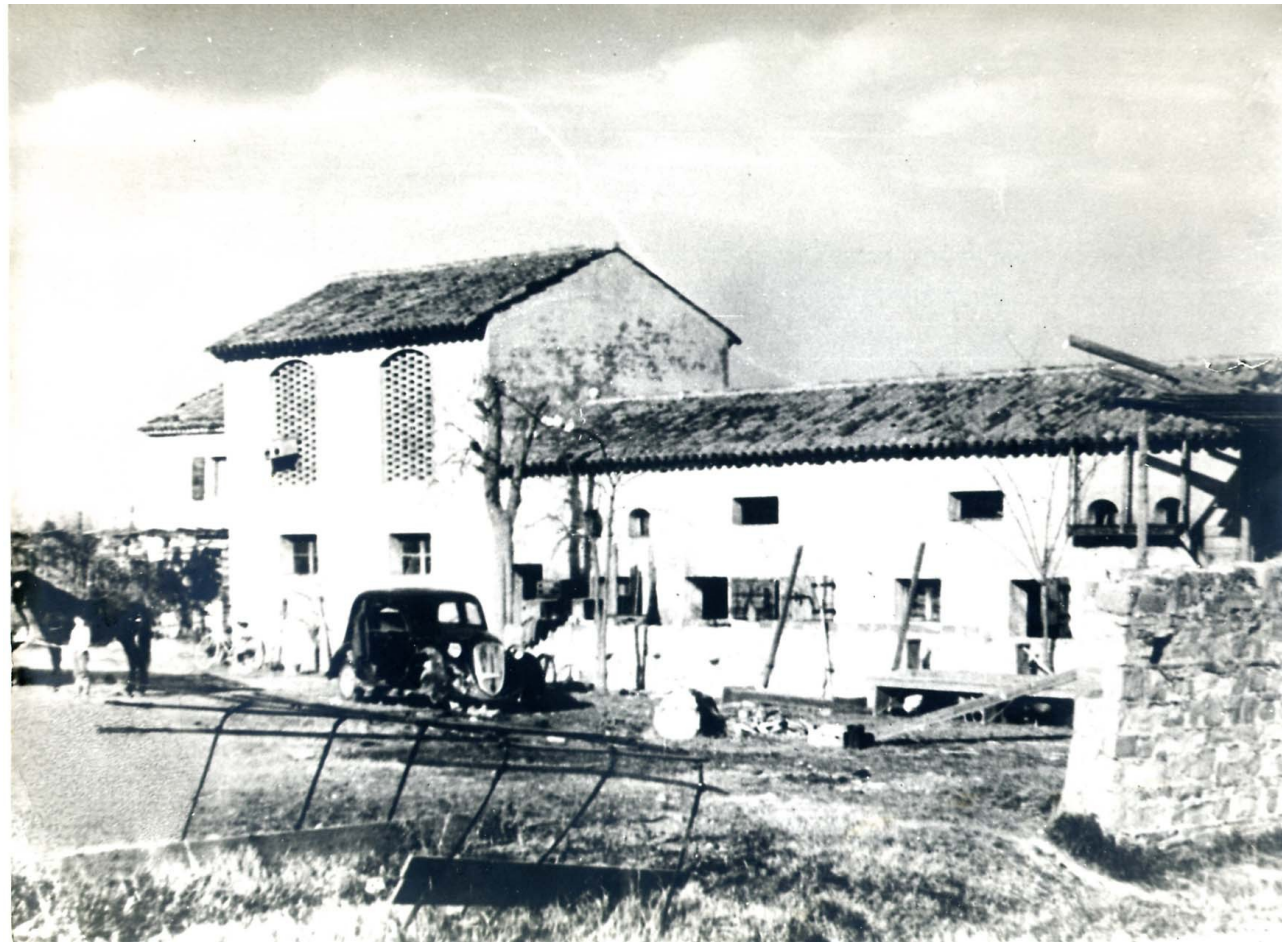


Question

- Should all the products judged in terms of their performances or also by the process used to develop them
- Note: I am not advocating lousy products



Thanks! 1/2





Thanks! 2/2

