



OpenOffice.org

Conference 2008 Beijing

世界开源大会



OpenOffice.org as the lynch-pin of the Malaysian Public Sector OSS Master Plan

Eric Yeoh

R&D Engineer, OSSC MAMPU

Agenda



- Self Introduction
- The case for OSS and The Malaysian Public Sector
OSS Master Plan.
- OSS Implementation
- OpenOffice.org Migration Life-Cycle
- Current Status of OpenOffice.org Migrations
- OpenOffice.org Migration Challenges
- Summary

Self Introduction

MAMPU

- Malaysian Administrative Modernisation
and Management Planning Unit -



MAMPU

Central agency in the Prime Minister's Department in charge of the administrative modernisation and management planning for the Public Sector

VISION

To be the change leader of excellence and distinction for the Malaysian Public Service

MISSION

To continuously Modernise The Malaysian Public Service In Achieving A High Level of Quality

OSCC

- Open Source Competency Centre -



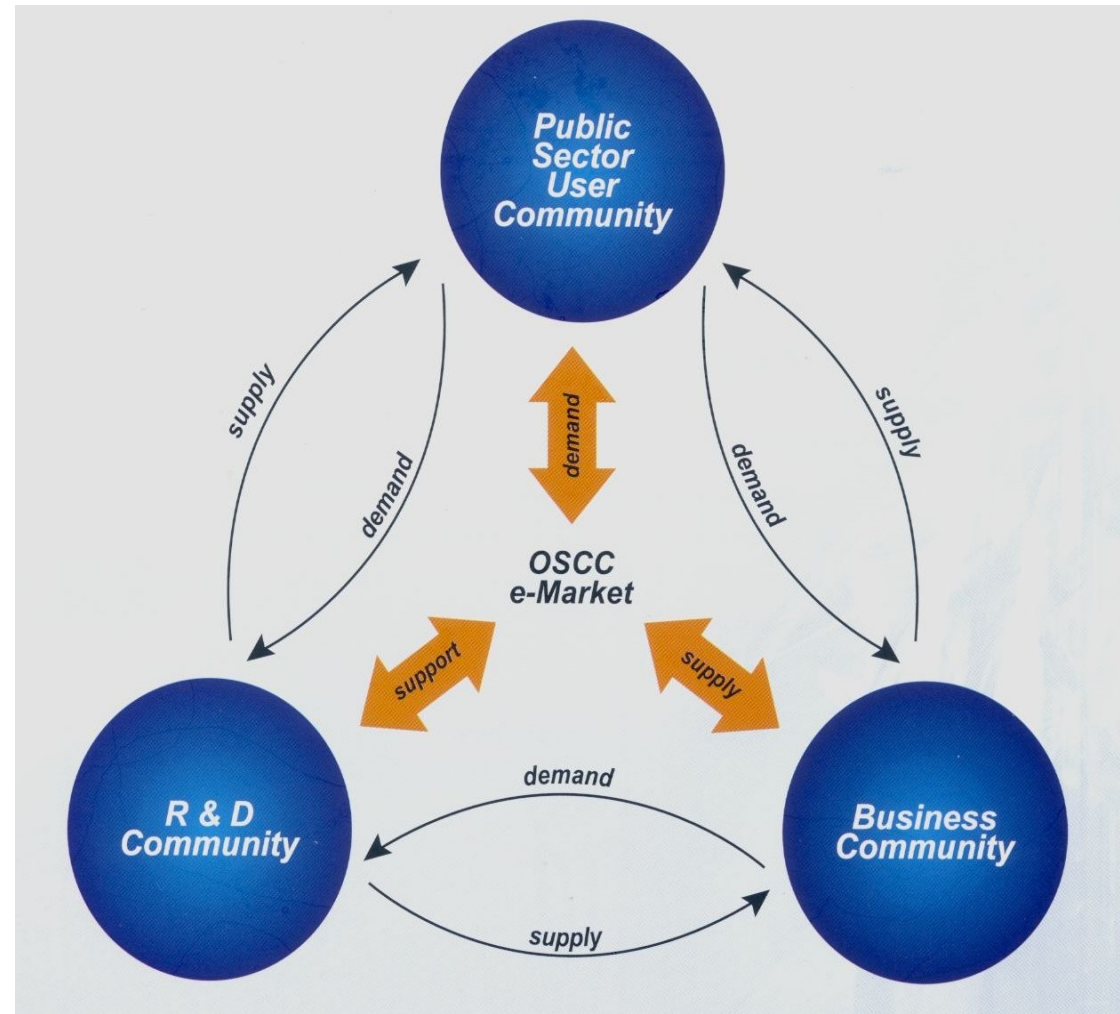
MAMPU is the lead agency for OSS Master Plan implementation and manages the Open Source Competency Centre.

OSCC

- Open Source Competency Centre -



- Open Source Competency Centre, part of MAMPU.
- Established as part of the OSS Master Plan.
- One stop OSS solution hub for the public sector.
- Bringing together the public sector, OSS communities, R&D as well as business communities.



The case for OSS and The Malaysian Public Sector OSS Master Plan



The case for OSS

Strategic	Technology	Economy	Social
<p data-bbox="176 483 544 687">Learning & Innovating</p>	<p data-bbox="644 483 1017 687">Increase Inter-Operability</p>	<p data-bbox="1129 483 1502 687">Increase Marketplace Competition</p>	<p data-bbox="1613 483 1985 687">Information Access</p>
<p data-bbox="176 766 544 970">National Capacity Building</p>	<p data-bbox="644 766 1017 970">Global Technology Support</p>	<p data-bbox="1129 766 1502 970">Licensing Fee Savings/ Forex Reduction</p>	<p data-bbox="1613 766 1985 970">Digital Divide Reduction</p>
<p data-bbox="176 1042 544 1246">Lower Barrier To Market Entry/Exit</p>	<p data-bbox="644 1042 1017 1246">Customisation & Localisation</p>	<p data-bbox="1129 1042 1502 1246">Vendor Independence</p>	<p data-bbox="1613 1042 1985 1246">Worldwide Collaboration/ Networking Partnership</p>
<p data-bbox="176 1315 544 1519">Enhance Security & Sovereignty</p>	<p data-bbox="644 1315 1017 1519">Enhance Technology Sovereignty</p>	<p data-bbox="1129 1315 1502 1519">Spur New Service Industry</p>	

The case for OSS - Economic

- There are >700,000 people living in poverty in Malaysia.
- Monthly income <RM500 (US\$143) in a family of four are considered below the poverty line (RM1 = US\$0.28).
- A copy of MS Windows Vista Premium retail pack costs RM899.00 (US\$257.00) and Office 2007 Standard retail pack costs RM1,299 (US\$371.50).



Photo obtained from
<http://mothersfightingforothers.wordpress.com/2007/04/03/outreach-asia/> &
<http://aliran.com/oldsite/images/squatters.jpg>

Malaysian Public Sector OSS Master Plan

- Established by the Cabinet in July 2004.
- Encourage uptake of OSS in the Government.
- Formulated through consultation with government agencies, institutions of higher learning, non-profit organisations.

In.Tech

It's open source from now on

BY RASLAN SHARIF

CYBERJAYA: All Government technology procurement will now have a preference for open source software (OSS), under the Malaysian Public Sector Open Source Software Masterplan made available to the public last week.

In what was its strongest show of support for OSS, the Government's masterplan calls for policies to be put in place in several areas, including procurement, that would favour such software.

The masterplan has been a topic of debate among ICT companies, local and foreign, that supply goods and services to the Government.

Its objectives include reducing total cost of ownership and increasing freedom of choice in the public sector, as well as reducing the digital divide through the



Samsudin: The Government is committed to the masterplan and suppliers will have to follow its lead.

nity comprising nine institutions of higher learning, the National Institute of Public Administration (Intan) and Multimedia Development Corporation to drive activities at the national level.

Datin Paduka Nazariah Mohd Khalid, Director-General of the Malaysian Administrative Modernisation and Management Planning Unit (Mampu), said the centre was a significant effort "to enhance service quality and efficiency in the public sector."

Currently, a total of 54 government agencies are using OSS, mostly applications such as browsers, e-mail clients, file and print servers, firewalls, domain name servers and applications servers, she said.

Only 10% were using OSS desktop applications such as productivity suites and operating systems, she added.

The users comprise 14 ministries, 14 federal departments, 16 statutory bodies and 10

The Star - Friday July 16, 2004

OSS Master Plan

- Principles and Objectives -



OSS Master Plan

Objectives

- Reduce total cost of ownership
- Increase freedom of choice of software usage
- Increase interoperability among systems
- Increase growth of ICT industry
- Increase growth of OSS user and developer community
- Reduce digital divide

Guiding Principles

- Fit for purpose
- Least disruptive to operations
- Co-existence with other legacy proprietary systems
- Leverage on existing facilities, hardware, software and expertise
- Not driven or controlled by hardware or software vendors

OSS Master Plan

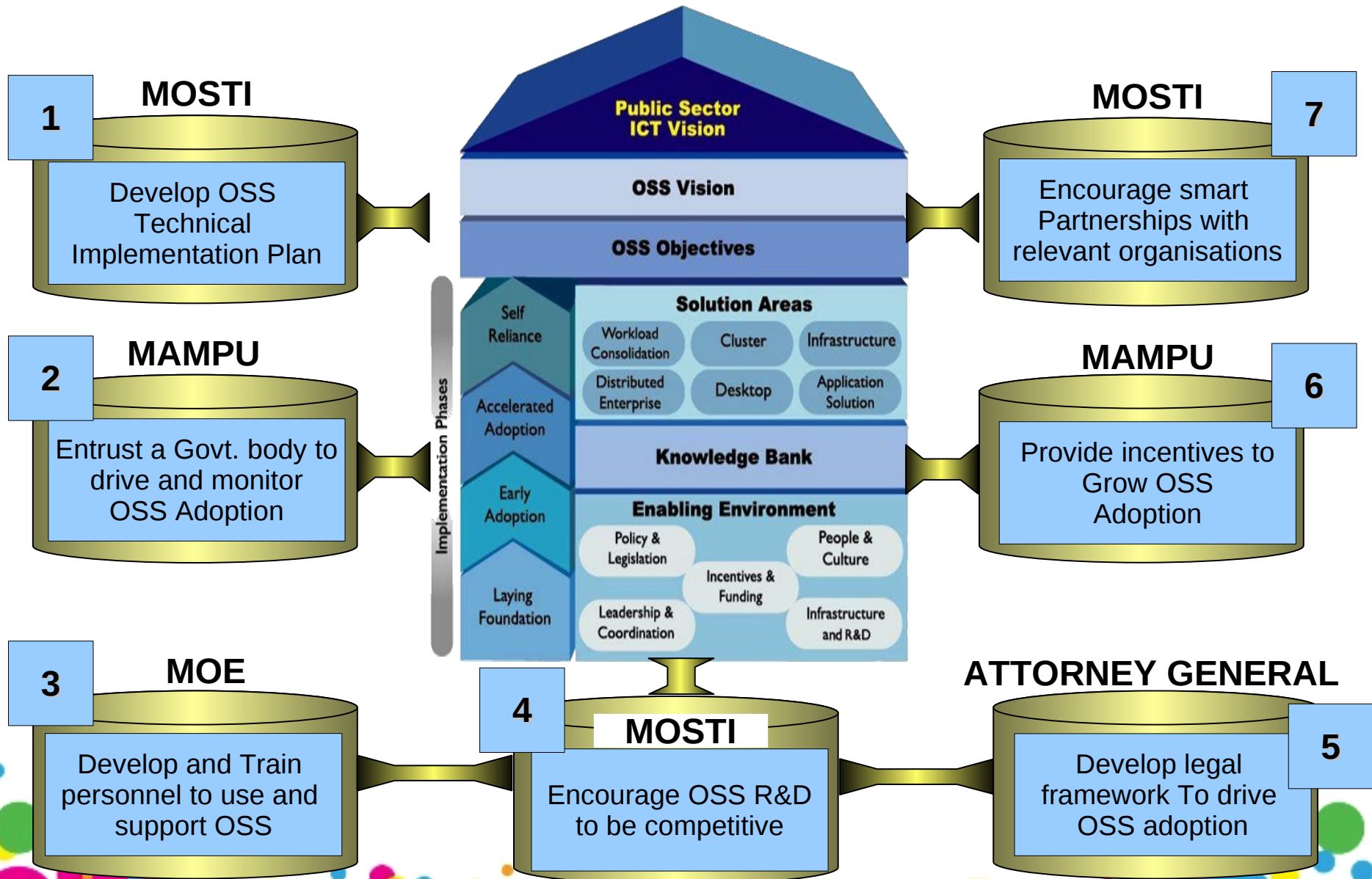
- What it is not -



- It **DOES NOT** discriminate against proprietary stuff.
 - In cases where OSS solution == Proprietary ones, go OSS.
- It is not a “religious” doctrine.
- Go proprietary only when there's no OSS equivalent.
 - e.g. CAD/CAM
- Solution to be used must be fit for purpose.
- It does not **FORCE** the adoption of OSS.

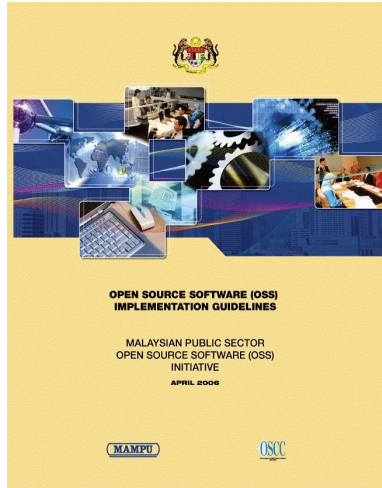
OSS Master Plan

- Framework & Strategic Thrust Areas -

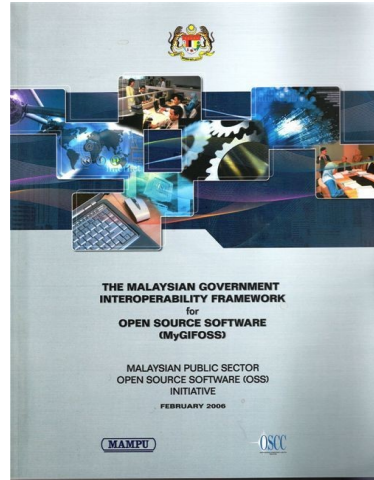


OSS Master Plan

OSS Policies, Standards & Guidelines



OSS
Implementation
Guidelines



Malaysian
Government
Interoperability
Framework for
OSS
(MyGIFOSS)



Web Application
Guidelines



OSS Reference
Architecture

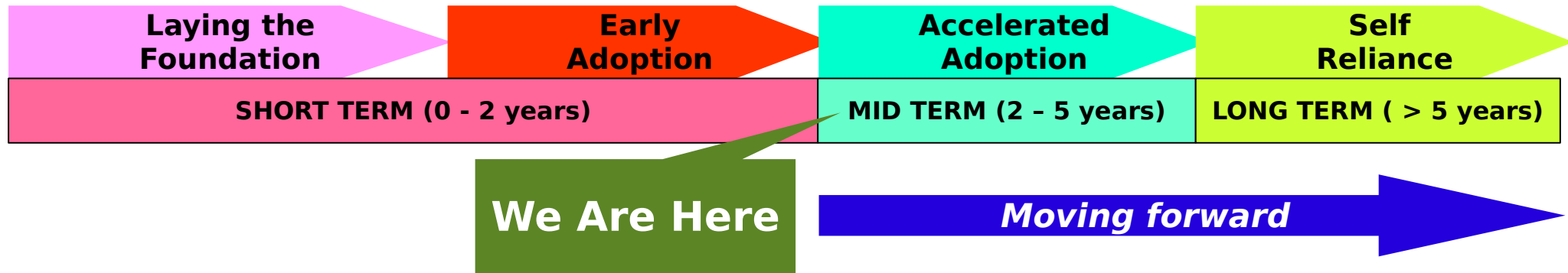
All documents are downloadable
from <http://opensource.mampu.gov.my> or
<http://www.oscc.org.my>

OSS Master Plan - Roadmap -

Laying the Foundation	Early Adoption	Accelerated Adoption	Self Reliance
SHORT TERM (0 - 2 years)	MID TERM (2 - 5 years)		LONG TERM (> 5 years)
<ul style="list-style-type: none"> • Formulate policies and guidelines • Formulate and establish OSS Technical Implementation Plan • Establish and operationalise OSCC • Formulate and implement Change Management Plan • Design and launch National Awareness Programme • Establish R&D Governing Framework 	<ul style="list-style-type: none"> • Reskill via certification and training • OSS Education • Implement pilot projects (quick wins) • Implement hub and spoke mechanism for R&D • Develop incentive and funding programmes • Establish Smart Partnership Programmes 	<ul style="list-style-type: none"> • Replicate OSS pilot sites to selected agencies • Monitor OSS adoption rate & progress via predefined Key Performance Indicators • Bilateral initiatives with countries adopting OSS 	<ul style="list-style-type: none"> • Enhance OSS solutions independently by agencies • Continuous identification of new opportunities

OSS Master Plan

- Where are we now -



- A long-term project
- Short-term successfully laid the foundation
- **Accelerated Adoption** in progress within The Ninth Malaysian Plan (2006-2010)

OSCC's Products & Services



MySpamGuard is an anti-spam solution that scans and blocks spam and viruses in incoming and outgoing emails



MyNetWatch is a network monitoring and management solution that identifies service unavailability and sends alerts to the network administrator



MyMeeting is an online paperless meeting management application for Public Sector agencies. Open sourced under BSD License



MySurfGuard is an integrated web content filtering suite that curbs unproductive web browsing activity



MyWorkSpace is an email collaboration suite with integrated email, calendar, address book, task management and notes features

OSCC's Products & Services



- All products are available to all for free.
- Product and OSS training are free for public servants (since Jan 07 to Sept 08 – 1,964 have been trained).
- LPI-1 based certification developed with industry participation is available.
- Help Desk with email support.
- Knowledge Bank and E-Marketplace.
- Organising talks in institutes of higher learning/agencies, OSS Seminars (e.g. MyGOSSCON).
- OSS Development Toolkit (for Windows platform only)
- Advanced Virtualisation Facility.



KSN rasmi sidang guna kaedah inovasi

KETUA Setiausaha Negara, Tan Sri Mohd Sidek Hassan menekan papan kekunci sebagai simbolik perasmian 'Persidangan Malaysian Government Open Source Software (MyGossccon) 2007' di Putrajaya, semalam. Turut hadir, Ketua Pengarah Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (Mampu), Datuk

Normah Md Yusof; Presiden Persekutuan Pengilang Malaysia, Tan Sri Yong Poh Kon; (tiga dari kiri) dan Timbalan Pengarah Bahagian Dasar dan Perancangan ICT Mampu, Tan King Ing (kiri). OSS diyakini bakal menjadi salah satu kaedah bagi kerajaan menjimatkan perbelanjaan dalam pelaksanaan projek berkaitan informasi.



OSS Master Plan - Recognition -



Gartner Case Study (May 2006)

- *OSS Master Plan is Strategic and comprehensive, recommended as a model*

Gartner Industry Research

Publication Date: 10 May 2006 ID Number: G00139355

Case Study: Malaysia Shows What Being Strategic on Open Source Means

Andrea Di Maio

The Malaysian Public Sector Open Source Software Master Plan provides a comprehensive, yet challenging strategy to embrace open source across the entire public sector.

The Challenges

The Malaysian government sought ways to reduce the total cost of ownership (TCO) of IT systems while increasing freedom of choice and interoperability. A 2004 study by the Malaysian government found that the total cost of ownership of IT systems is significantly higher than that of open source software. The study also found that the total cost of ownership of IT systems is significantly higher than that of open source software. The study also found that the total cost of ownership of IT systems is significantly higher than that of open source software.

The Malaysian government issued the Open Source Software Master Plan in July 2004. The plan is a national implementation plan and the Open Source Competence Center (OSCC) was established to support the implementation of the plan. The OSCC is a national implementation plan and the Open Source Competence Center (OSCC) was established to support the implementation of the plan.

The Technical Implementation Plan identifies a number of open source software (OSS) projects that are being implemented. For instance, the application level of the stack includes portal and content management systems. The application level of the stack includes portal and content management systems.

OSS Master Plan - Recognition -

“The Government of Malaysia has taken a very proactive attitude in promoting the development of OSS in the country and its use in the Public Sector.”

- United Nations Joint Inspection Unit Report (2005)

International Organizations



- Promotion of OSS to the government of Asia Pacific nations
- OSCC as the hub for OSS in Asia and CJK



- Malaysia was elected Chairperson of UNESCO Expert Group Meeting on OSS for Knowledge Management
- Meeting resolution tabled at UNESCO Sub-committee on Information Communication & Space Technology, 13th-15th Oct '04, Bangkok



- Member of the Asia OSS Group organized by CICC
- Malaysia as pilot site for CICC International Train-the-Trainer Program. 20 participants from Asia OSS Group held in Kuala Lumpur in March 2005

OSS Master Plan - Recognition (Web) -



Linux Today –
19 March 2008

MAMPU Migrates
to
OpenOffice.org
and ODF to
Increase
Freedom of
Choice and
Interoperability

A screenshot of a Mozilla Firefox browser window displaying a Linux Today article. The browser's address bar shows the URL: http://www.linuxtoday.com/it_management/2008031901326NWDPPB. The page content includes a navigation menu with categories like "Linux News", "Blog", "Developer", "High Performance", "Infrastructure", "IT Management", "Security", and "Storage". The main article is titled "MAMPU Migrates to OpenOffice.org and ODF to Increase Freedom of Choice and Interoperability" and is dated Mar 19, 2008. The article text states: "The Malaysian Administrative Modernisation and Management Planning Unit (MAMPU), today officially adopts a policy to migrate to the OpenOffice.org open source productivity suite. This is in line with the Malaysian Public Sector Open Source Master Plan, which calls for government agencies to reduce costs, increase freedom of choice and interoperability." A quote follows: "From April 1st, MAMPU will start adopting the OpenDocument Format (ODF) standard for all new...". The page also features sidebars with navigation links, a search bar, and various advertisements such as "Hoovers Business Information Reference Center" and "Access Free Developer Tools".

http://www.linuxtoday.com/news_story.php3?ltsn=2008-03-19-013-26-NW-DP-PB

The case for OSS - Savings



Total Estimated Known Savings (2004 – 2008)

RM32,692,000 (US\$9,140,352)

From deploying OpenOffice.org and OSSC Products

- 11,020 installed seats of OpenOffice.org in 19 agencies
- MySpamGuard installed in 74 agencies
- MySurfGuard installed in 40 agencies
- MyWorkspace installed in 20 agencies
- MyMeeting installed in 26 agencies
- MyNetWatch installed in 24 agencies

Other government projects

- OSS Infrastructure in 250 offices for Perak State Govt. (RM900,000, **US\$251,596**)
- OSS on every Desktop in Melaka City Council (RM120,000, **US\$33,545**)
- OSS for applications Terengganu Development Board (RM700,000, **US\$195,684**)

OSS Implementation

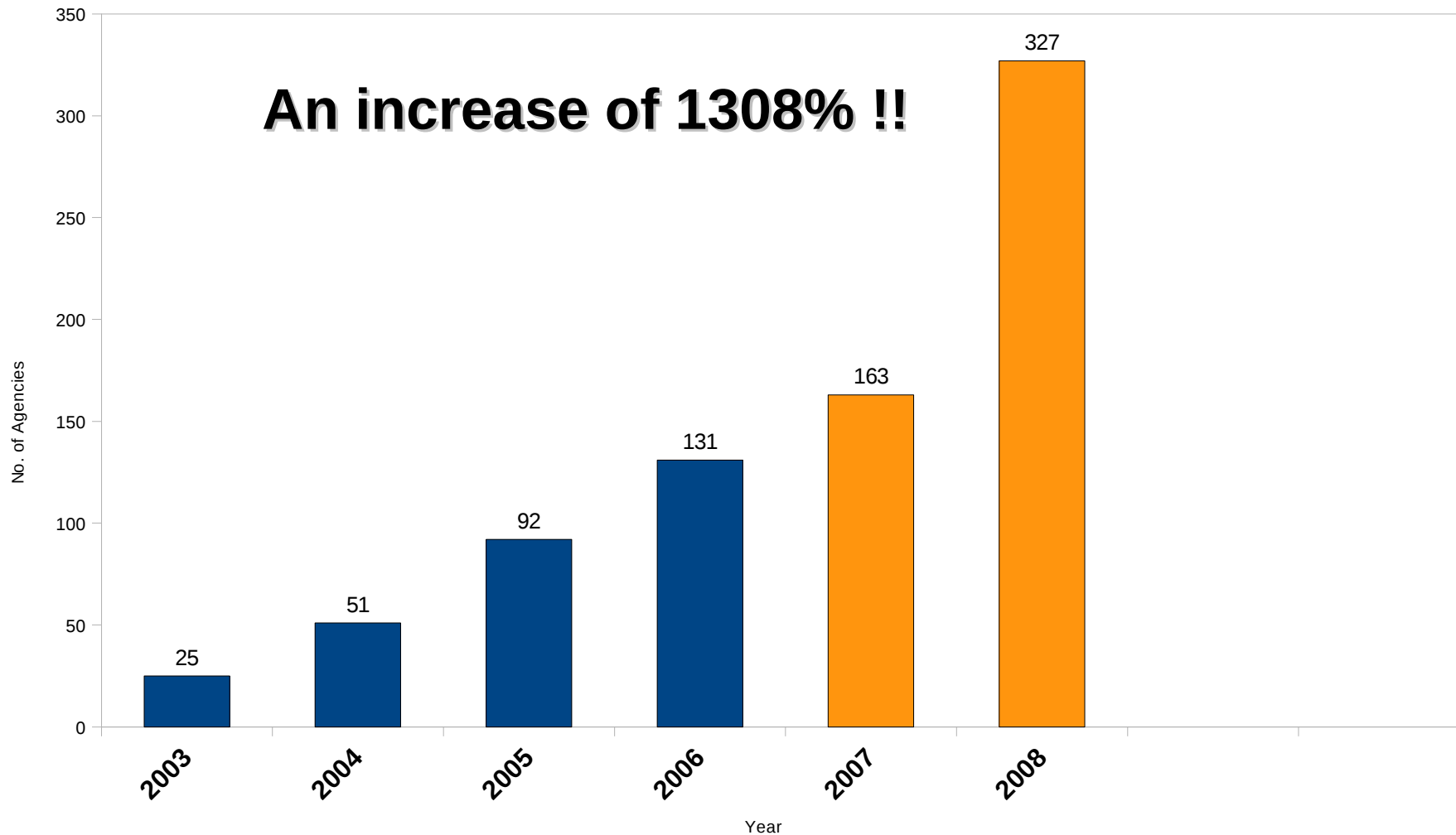


OSS Implementation - Years 2003 to October 2008 -



Malaysian Government Open Source Software Adoption

Number of Agencies (By Year)

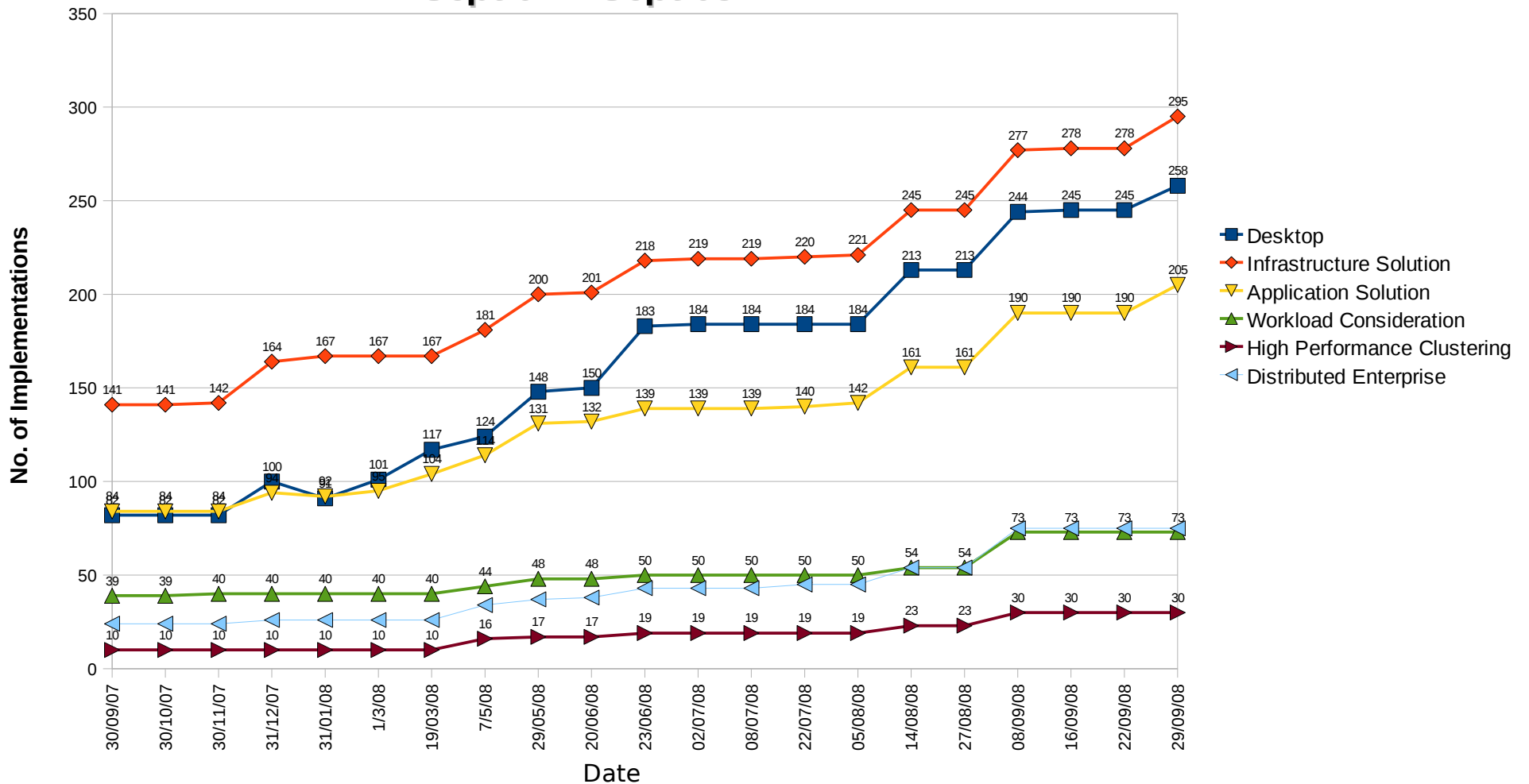


OSS Implementation - By Solutions Areas -



Malaysian Government Open Source Software Adoption

Implementations by Solution Areas
Sept 07 – Sept 08



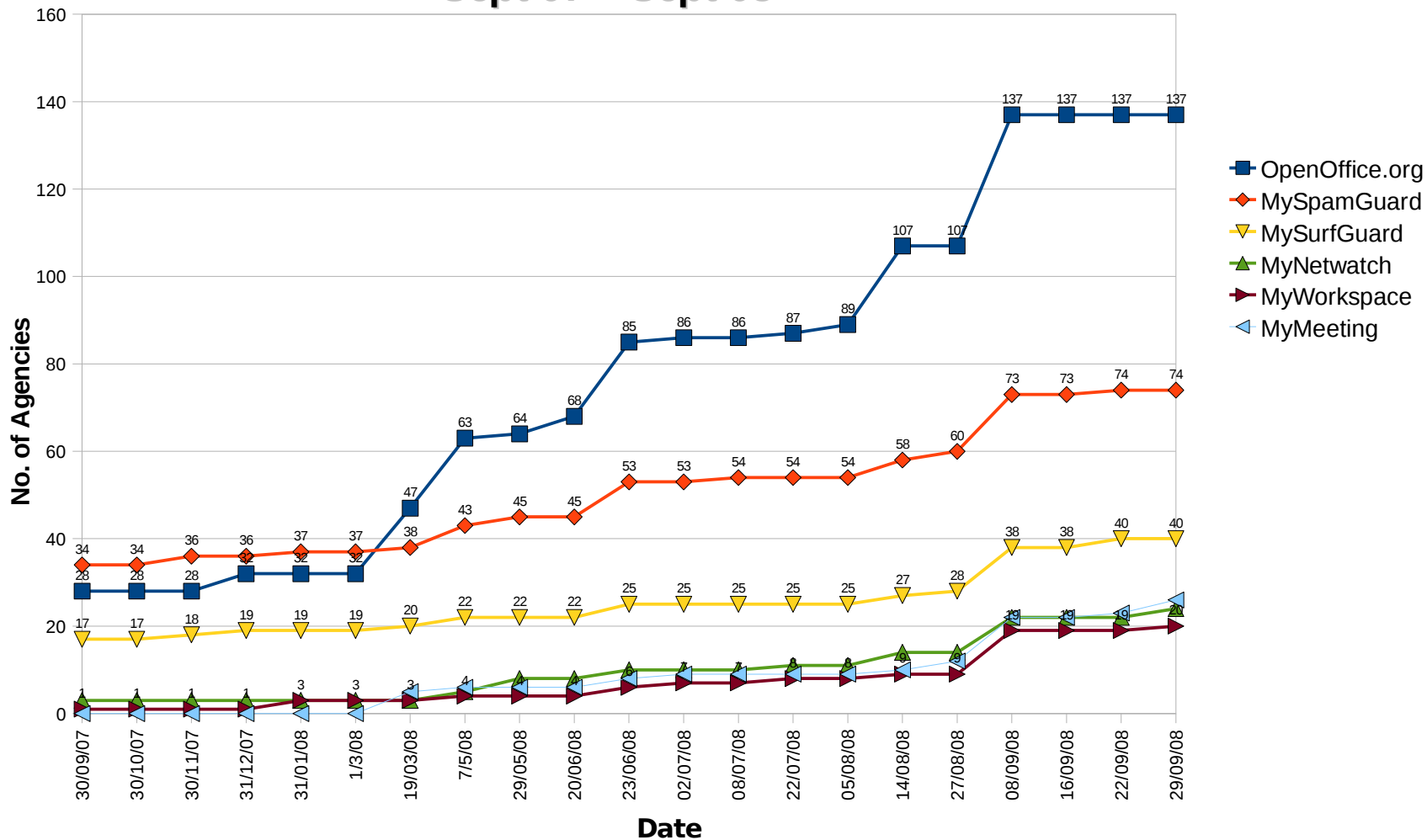
OSS Implementation - OSSC Products & OpenOffice.org -



Malaysian Government Open Source Software Adoption

No. Agencies Implementing OpenOffice.org and OSSC Products

Sept 07 – Sept 08



OSS Implementation

- The case for Openoffice.org -



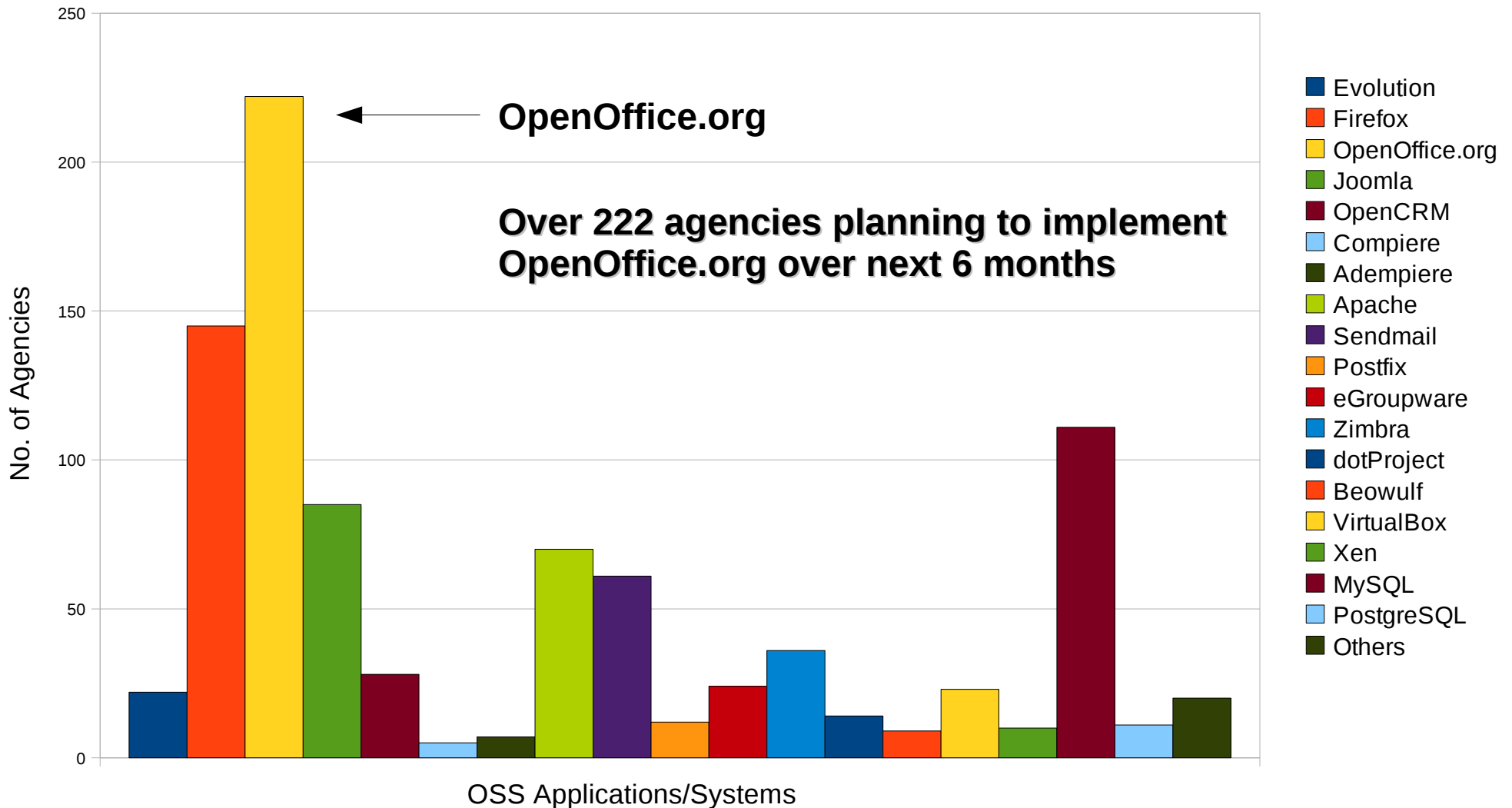
- Cost of deployment for MS Office in Malaysia is estimated at **RM4.4 Billion** (US\$1.23 Billion) in licensing fees alone
 - 4.9 Million PCs in Malaysia (*Source: 2006 ITU Report*)
 - Cost of MS Office Standard 2007 (boxed-set) is retailed at RM900/unit (approximately)
- OpenOffice.org is a viable alternative
 - Similar features, easy to learn and complies to widely supported ISO standard
- Migration effort to the new MS Office 2007 will be similar or worse (e.g. different UI and default file formats)

OSS Implementation

- OpenOffice.org planned adoption



OSS Applications Considered In The Next 6 Months (as of Sept 2008)



OSS Implementation

- Lessons learnt -

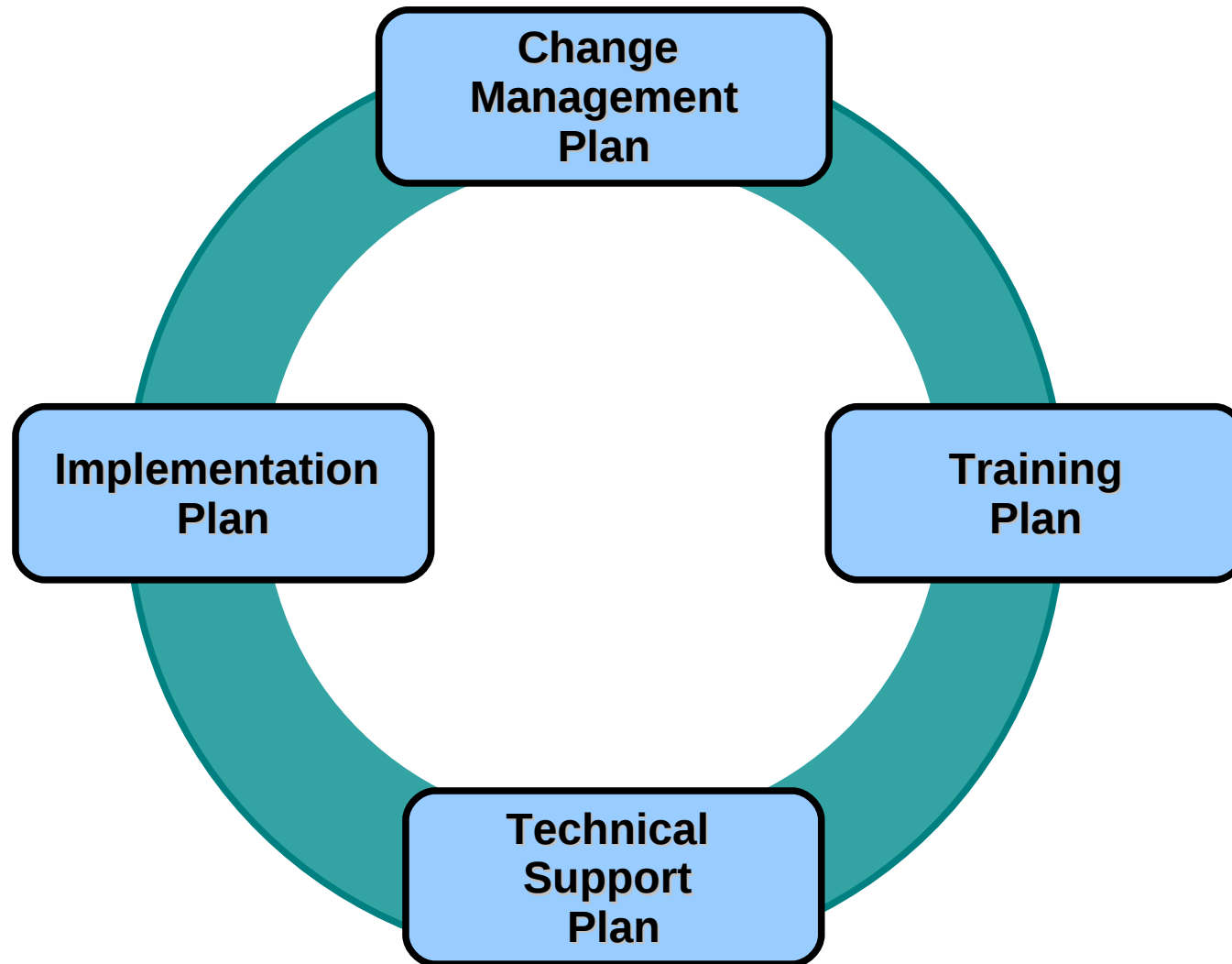


- People just want to get things done – Freedom? Standards? What's that? Go away & stop bugging me!
- Expectations, comparisons between OSS and MS stuff.
- Humans are habitual animals; face, pride.
- Changing the OS outright on desktops is near impossible.
- Ease them in with Firefox, OO.o, Thunderbird, VLC etc.
- Back end is always less complex – especially perimeter.
- Adhere to standards – protocols, data; do web whenever possible.

OpenOffice.org Migration Life-Cycle



OpenOffice.org Migration Life Cycle



OSS Implementation - OpenOffice.org Migration Pack -



- Consists of
 - Change Management Plan
 - Training Plan
 - Technical Support Plan
 - Deployment Plan
 - Portal with Quick Guides, FAQs and Tutorials
- Promoted to agencies to use with OSCC's support

OpenOffice.org Migration - Change Management -



- A plan to address transitional challenges
 - Ensures migration takes place smoothly with least disruption
- Approach
 - High level buy-in from management
 - Create OOo migration policy in consultation with OSCC
 - Document distribution (internal and external)
 - OO.o version standardisation
 - Set key migration milestone dates
 - Identify OOo Champions

OpenOffice.org Migration - Technical Plan -



- Level 1: OOo Champions
 - Includes non technical, peer-to-peer and morale support
- Level 2: Agency Helpdesk
 - Technical issues
- Level 3: OSCC Helpdesk
 - Complex issues
- Migration Team
 - Technical members from agency
 - Ease user transition to OOo (create templates, training)
 - Assist Level 2 helpdesk on technical issues

OpenOffice.org Migration - Training Plan -



- Train-the-Trainer session
- Draw up a schedule to ensure staff at all levels receive the basic OOo training
 - ICT/helpdesk staff to have knowledge in OOo
 - OOo Champions
 - OOo end users
- Identify further OOo trainings for the future
 - Advanced users
 - Migration training to address common issues
 - Usage of templates and OOo extensions

OpenOffice.org Migration - Implementation Plan (Phase 1) -



There are 3 phases in the Implementation Plan

- Phase I: Pre-Implementation
 - Brief senior and middle management
 - Establish a clear OOo migration policy
 - Appoint OpenOffice.org Champions
 - Finalise and communicate plans
 - Technical Support Plan
 - Training Plan
 - Deployment Plan

OpenOffice.org Migration - Implementation Plan (Phase 2) -



- Phase II: Implementation
 - Communicate early to users on policy
 - Provide users ample time for changes to take place
 - Deploy OOo to agency
 - Enforce & monitor policy
 - OpenOffice.org training for users
 - Champions, helpdesk and migration teams to address implementation issues with strong support from senior management

OpenOffice.org Migration - Implementation Plan (Phase 3) -



- Phase III: Post-Implementation
 - Technical support
 - OOo Champions will continue to be identified
 - Helpdesk and Migration team will need to keep updated with latest OOo development
 - Maintenance
 - Upgrading OOo and adding functionalities
 - Further OOo trainings
 - Based on the needs of users

Current Status of OpenOffice.org Migrations



Migration Pioneers



- There were already many Government bodies migrating to OpenOffice.org
- Involved mostly states and agencies with limited budgets
- Motivation factors
 - Limited budget
 - Presence of local champions (internal tech. people)
 - Support from top management
 - Local ICT support available.

Migration Pioneers - State Agencies -



- **Kedah** - Installed on all state agency PCs (current total 2202) since 2003
- **Pahang** – July 2008 Circular for all state agencies to install and use OpenOffice.org PCs
- **Sabah** - all state agencies to install OpenOffice.org and training to be provided
- **Perak** – Has trained almost 2000 staff, circular to be issued January 2009 for all state agencies to use OpenOffice.org
- **Terengganu** – From Jan 2009 all its 497 state schools will be installed with OpenOffice.org.
- **Melaka** - 300 PCs since 2004

Migration Pioneers - Ministries -



- Ministry Of Human Resources (MOHR)
 - 3000 new PCs with OpenOffice.org deployed over 3 years (2007 - 2009)
 - 66% completed with 2000 PCs been deployed
 - Change management successful, MOHR self-reliant now
- Ministry Of Education (MOE)
 - Advanced stage of deploying OpenOffice.org to 300,000 PCs in schools nationwide
 - Project charter and implementation plan done

OpenOffice.org Migration - Further List of Agencies -



- Ministry of Housing and Local Government (1,300 seats)
- Ministry of Finance (100 seats)
- Ministry of Defence, Civil (Pilot 200 seats, total 6000)
- National Security Council (500 seats)
- Anti Corruption Agencies (400)
- Civil Aviation Department Sarawak (173)
- MARA Matriculation College (324 seats)
- Kemaman City Council (300 seats)
- National Hydraulic Research Institute of Malaysia NAHRIM – (158 seats)

OpenOffice.org Migrations Challenges



OpenOffice.org Migration Challenges



- Support Issues
 - Lack of in-house OpenOffice.org expertise in agencies.
 - Dependency issues – reliant on proprietary standards or applications e.g. VBA, MS Access, MS Visio.
- User issues
 - Document formatting – nested tables, heavy formatting, etc – issues with sharing documents with MS Office users.
 - Localisation – the UI and thesaurus are not in Malay.
 - Mindset – some feel that OSS is inferior, unstable.
 - MS Office power users – hardest to convince.
 - Some complain OO.o is ugly and slow.

OpenOffice.org Migration Challenges

- Remedial actions -



- Training – most “inconvertible” docs due to improper formatting
 - OO.o classes also teaches proper way to format docs.
- Promotion – colourful flyers, talks to agencies, colleges
 - Talks and demos will introduce OSS – dispel any myths.
 - Accelerated Adoption Seminars – 4x a year
 - One in each zone, North, East, West and Central
- Supported OO.o version is fixed at 2.4x – ease support
- Use intermediary formats (PDF, PNG) to ease doc migration
- Identify and train champions.
- Presence - OSCC is here to answer any OSS questions.

Summary



- OSS Adoption in the Malaysian Public sector has grown exponentially – with OpenOffice.org setting up the beach-head.
- OSS-phobia due to FUD – seminars, demos can set things right – knowing is half the battle won.
- Technical issues can be solved – human factor is key.
- Current economic situation – ripe for OSS adoption.
- To convince users, beauty is a feature – OO.o must go beyond pure features.

Resources



- OSCC-MAMPU Portal

<http://www.oscc.org.my>

- MAMPU OpenOffice.org Policies, Presentations and Migration Plan

<http://knowledge.oscc.org.my/solution-areas/desktop/OpenOffice.org>

- Adoption Status Wiki

<http://knowledge.oscc.org.my/solution-areas/desktop/OpenOffice.org/openoffice-adoption>

- Case Studies

<http://knowledge.oscc.org.my/case-studies/malaysian-case-studies>



Thanks!

凝聚全球力量 绽放开源梦想

www.OOobeijing2008.com

