

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

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



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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”

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“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



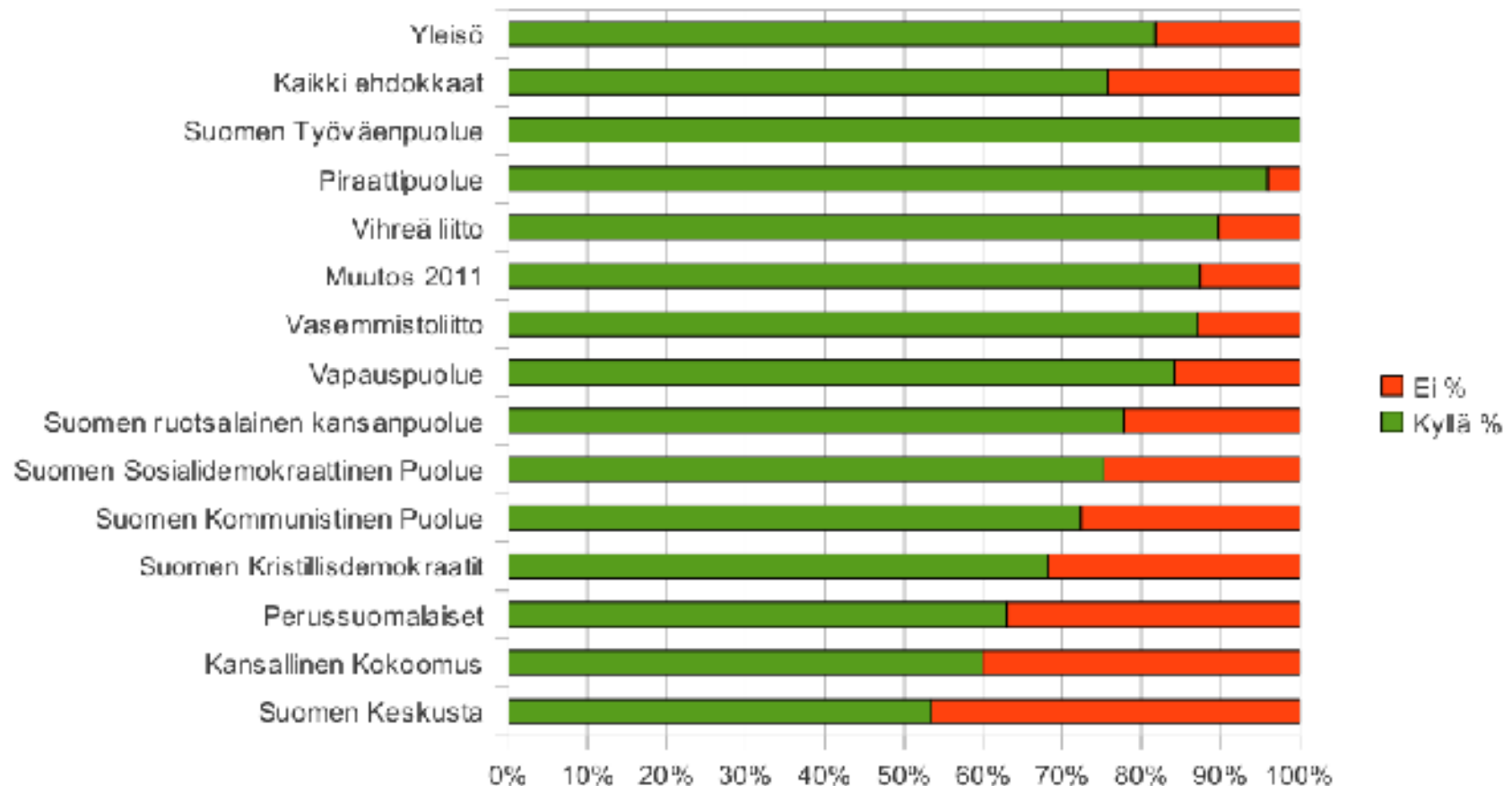
Technical issues?

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 voisikaan hyödyntää täysipainoisesti?



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

Microsoft



The screenshot shows the 'Support the FSFE' page on the website. At the top left is the fsfe logo, which consists of three stylized stars in yellow, blue, and green, followed by the text 'fsfe'. To the right of the logo is a short introductory paragraph about the Free Software Foundation Europe, followed by a 'Learn more' link. Below the logo and text is a decorative horizontal bar with a wavy pattern in shades of blue, green, and yellow. On the left side of the page is a vertical navigation menu with several categories: 'FSFE' (with sub-items: About, Our work, Campaigns, Contribute, Donate, Shop, Press, Donors), 'Support', 'Join', 'Blogs', and 'Wiki'. Below the menu is a search box with a magnifying glass icon and the word 'Search'. At the bottom of the menu are several language options: Dansk, Deutsch, English, Español, Français, Italiano, and Pycckий. The main content area is titled 'Support the FSFE' and features a graphic of three stars (yellow, blue, and green) on the left. To the right of the stars is a paragraph explaining the purpose of the support page: 'Sign up to show that you care about Free Software and support the FSFE's activities. We will not publish your name, only the total number of supporters. The number of FSFE's supporters shows national and EU-level politicians that Free Software is important. Supporters may also receive occasional important information, at most three times a year.' Below this text are four input fields: 'First name', 'Last name', 'E-mail (required)', and 'Country (required)'. The 'Country (required)' field is a dropdown menu with 'Select..' as the current selection. At the bottom of the form is a button labeled 'Support the FSFE!'.

fsfe

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](#)

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- 11 October 2012 | 1,708 visits | Rating: 5/5
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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.

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“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 \(in Danish\)](#)

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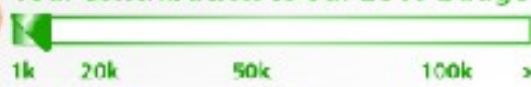


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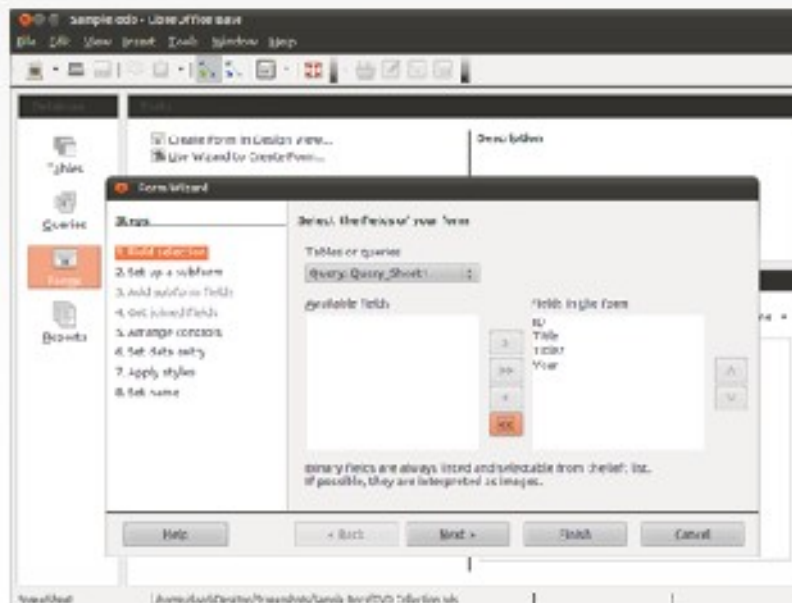
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Linux Account Wins/Threats/Losses

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	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	1,000	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

Yhteisö on keksittänyt itsensä siitä, mitä yksittäiset ohjelmat tekivät. On myös oletettu, että säästö ohjelmiston hankintahinnassa on suora säästö kokonaistalouden kannalta. Näin ei todellisuudessa ole, vaan kokonaistalouden sijaan erittäin paljon tietokoneiden ympäristön kalliudesta. Yhden osan korvaaminen edullisemmalla on kalliuta, jos korvaus ei ole täysin. Tällä on keskeistä osaa puuttavien resurssien korvaaminen kokonaistalouden näkökulmasta. Tämä on tärkeä asia, jota ei pidä unohtaa.

Kokonaistalouden näkökulmasta (Total Cost of Ownership -TCO) on keksittänyt useita ajatuksia Total Cost of Ownership (TCO) -konseptin avulla. Tärkeintä on, että TCO on kokonaistalouden näkökulmasta (TCO Analysis for distributed computing). Tällä on avulla voittoa, mikä on tietokoneiden kokonaistalouden näkökulmasta (TCO Analysis for distributed computing). Tärkeintä on, että TCO on kokonaistalouden näkökulmasta.

Käyttäjien tutkimuksen tulokset ovat osoittaneet, että Vaasan kaupungin odotusten tarkastaminen ja arvioinnin tekeminen ja tietojen perustaminen. Työkalun käyttäminen on kalliimpaa, jos se on kalliimpaa, jos se on kalliimpaa. TCO-tutkimus on. Laadunvarmistus ei voi tulla mukaan, jos se on kalliimpaa.

TCO (joka ROI Return Of Investment ja RE Rapid Economic Justification) on tilinlasku, joka on tietokoneiden käyttöön, ja se on tilinlasku, joka on tietokoneiden käyttöön. Kaikkein on tilinlasku, joka on tietokoneiden käyttöön. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa.

Tässä tutkimuksessa selvitetään, voidaanko Microsoftin tuotteita ja niiden nykyisiä laadunvarmistuksia käyttää Vaasan kaupungin tietokoneiden käytössä. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa.

Vaasan kaupungin tietokoneiden käyttöön on keksittänyt useita ajatuksia Total Cost of Ownership (TCO) -konseptin avulla. Tärkeintä on, että TCO on kokonaistalouden näkökulmasta (TCO Analysis for distributed computing). Tällä on avulla voittoa, mikä on tietokoneiden kokonaistalouden näkökulmasta (TCO Analysis for distributed computing). Tärkeintä on, että TCO on kokonaistalouden näkökulmasta.

Vuokrosu 22.11.2001

Tekijä

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Gartner TCO-tutkimus

Tiivistelmä - Tammikuu 2002

Lappeenrantaan kaupungin tietokonekäyttöön perustettu koulutus nykyiseen noin 1400 alustan kaupungin työntekijöiden käyttöön olevasta tietokoneesta, jolla hoidetaan kaupungin päivittäisiä työtehtäviä. Näihin kuuluu asukasyhteyden keskeinen, sähköpostin sekä useiden kaupungin toiminnan kannalta kriittisten tietojärjestelmien käyttäminen.

Tietokonekanta on laadultaan ja ajantasaisuudeltaan erittäin hyvä ja sille voidaan suunnitella myös uusia ohjelmistoja ja käyttöjärjestelmiä. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa.

Käyttäjien tietokoneissa käytössä olevien ohjelmistojen ja käyttöjärjestelmien määrä on oikeasuhteisesti pienempi kuin vaadittu ja hankittu väline on kalliimpaa, jos se on kalliimpaa. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa.

Laitteet on yhdistetty tietokoneverkoiksi, jotka on laadultaan, nopeudeltaan ja kattavuudeltaan erittäin hyvät. Tietokoneverkkoon tehdyt investoinnit mahdollistavat tietokonekäyttöön tuettujen tietokoneiden pienempiä määriä laadultaan ja ajantasaisuudeltaan. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa.

Käyttäjätuki on toteutettu ja pitkään keskitetyt yhdestä paikasta. Tuen tarjoamiseen on käytetty modemeja ja oikeaoppisia välineitä, kuten käyttäjien tietokoneita, jotka on kalliimpaa, jos se on kalliimpaa. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa.

Keskittetty tuki sekä nopeus palvelua että alustan kustannuksia ja laadunvarmistuksen vastausaika saavutetaan pienemmällä määrällä tukihenkilöitä. Keskittetty tuki säästää kuka kaupungin tasolla¹ tietokoneiden käyttävien työntekijä sekä ATK-menot 3,1 miljoonasta vuosiin.

Lappeenrantaan kaupungin tällä hetkellä käytössä olevan tietokonekäyttöön perustettu koulutus voidaan sanoa olevan varsin erinomainen esimerkki hyvin suunnitellusta, toteutetusta ja operoidusta kokonaisuudesta.

Kaupungin laitekanta on kokonaisuutena varsin uutta ja ajantasaista työssäkäytössä. Tietokoneverkkoon on erinomainen nopeudeltaan ja hyvä myös laatu. Palvelut on nyt

¹ Kaksi kaupungin tasolla toteutettu dokumentaatio sekä ATK-tilinlasku on kokonaisuutena erittäin hyvä ja sille voidaan suunnitella myös uusia ohjelmistoja ja käyttöjärjestelmiä. Tärkeintä on, että ympäristö on samalla kalliimpaa, jos se on kalliimpaa.

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

The screenshot shows the fsfe.org website layout. At the top left is the fsfe logo, consisting of three stars (yellow, blue, green) and the text 'fsfe'. To the right of the logo is the text: '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](#)'. 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 the following items: 'FSFE', 'About', 'Our work', 'Campaigns', 'Contribute', 'Donate', 'Shop', 'Press', 'Donors', 'Support', 'Join', 'Blogs', and 'Wiki'. Below the menu is a search box with a magnifying glass icon and the text 'Search'. At the bottom left of the menu area, it says 'English' and 'Français'.

The main content area is titled 'Press' and features the article 'Executive summary and analysis of the Helsinki City and OpenOffice case in 2010-2011'. The article date is 'on: 2012-04-12'. The text of the article reads: '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 the article text is the section 'Background: History of the OpenOffice pilot project'. The text under this section reads: 'The initial reason for the project to emerge was a political initiative made by city council member Johanna Sumuuo. 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. 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 Sumuuo, to which FSFE was also invited, the new Helsinki City CIO Railio presented his plan. First he would appoint a project manager

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23 June 2010

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Michael A. Silver

*VP Distinguished Analyst
Stamford, CT USA*

Years of Experience

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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 "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

◦ [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>

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- ▶ Päivän softa: Suojaa Mac-haittaohjelmien varalla

▶ Microsoft painosti ministeriötä OpenOffice-hankkeessa

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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 täsmääkin. Väitöskirjassa on myös tuorempi 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 OpenOfficia. Hankkeen projektipäällikkönä ollut Martti Karjalainen kertoo pian tarkastettavassa väitöskirjassaan prosessin kulusta ja kokemuksista. Väitöksessä kerrotaan

Uutiset

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- ▶ Julkisen hallinnon
- ▶ Applen Lightning-tietoturvaa?
- ▶ Päivän softa: käte
- ▶ Tutkimus: Window

- ▶ Surry aloitti PSP2 toimitukset
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- ▶ Lähteet: Faceboo
- ▶ Linux-haava: Hela ja tietokoneiluokat
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- ▶ Spotifyn toiston katkeilu hämmentää käyttäjiä
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Suomi-softa

Haluatko kertoa lukijollemme kehittämästäsi mobiilisoftasta? [Lue](#)

TIETOKONE



[Lilaa tietokone-lehti](#)

[Osta digilehti](#)

[Lenttiarkisto](#)

[Lue iPad:lehti](#)

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.

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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) *talkin' 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 tradehow, 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

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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.

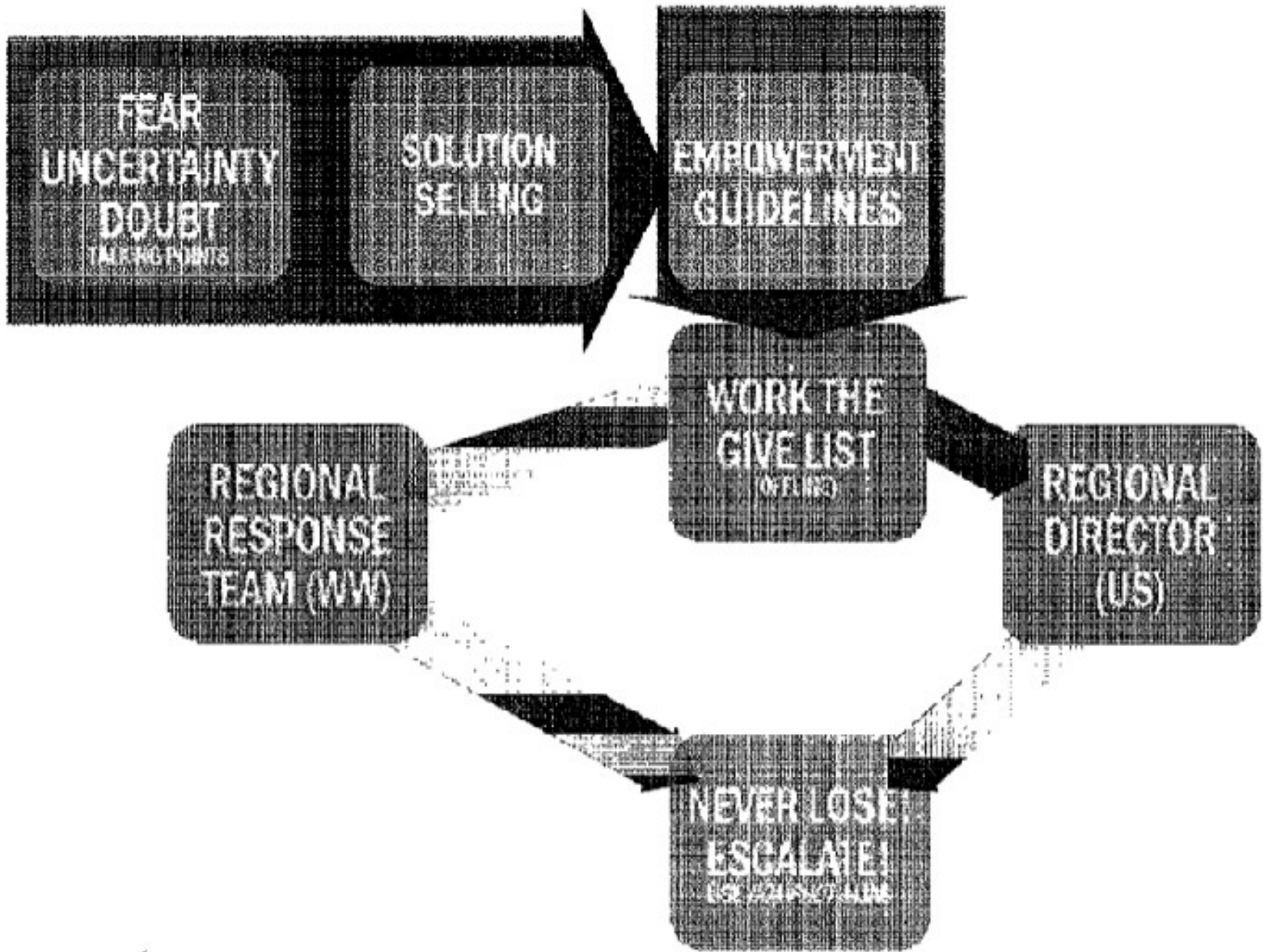
How does this impact the subsidiary financially? What about my quota? We are still working out reporting and accounting issues. At a minimum you can expect the following:

- 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.





FUD!
NEVER LOSE!



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:R

"Mot bakgrunden av de åtskrämmningar 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."

Östergötlands Tidning

"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."

TOMMY POHJOLA
i Puhkainen

Debatt i Hbl

Skilj skiljdetaljerna till debatt i Hbl i debatt. PO 221 0001 Helsingfors. För inlämning är gällande 2 100 tecken med mellanslag och meddelade. Hbl välkomnar i övrigt när du skriver med maximit 1 000 tecken.

Debatt

Läsarnas Brev

Också gratisprogram kan bli dyra

Åre 2011. 3. rev 12/12 2010 om gratisprogram som tjänade stora mängders stad pengar. Att de är gratis är väl betydligt bättre ifall man hade tagit ut lite extra och öppnat för konkurrens. Nu förmodas det en del gratisprogram av de som står bakom dessa. Det vill säga frägen om kostnader utifrån på vilka tillfällen de programmen används och Microsoft.

Artikeln handlar också ganska mycket om OpenOffice, operativsystem, produktivitet, produktivitet och bland annat webbläsare. Läsarna reflekterar om vilka program som är mest produktiva och vilka som är mest kostbara.

Man kan säga att det är en ganska bra översikt över de olika kostnaderna för de olika fastarna. De olika programmen omfattar kostnaderna för licenser, support, utbildning, migration, utbildning, hardware, support för användarna samt utveckling. Microsoft har programvara som kostar 100 000 kr per licens. De olika kostnaderna för OpenOffice är 7,5 procent. De olika kostnaderna för LibreOffice är 7,5 procent. De olika kostnaderna för OpenOffice är 7,5 procent. De olika kostnaderna för LibreOffice är 7,5 procent.



omfattar också de funktioner eller tjänster och licenser användande utvecklings- och servicekostnader till Helsingfors stad börjar utvärdera dessa funktioner.

Microsoft ger Helsingfors stad en garanti på fem plus fem år för sina produkter, en utvecklingskostnad och omfattande supporttjänster som också inkluderar dygnet runt support för Microsoft Office-applikationerna.

En annan utveckling tjänster i världsklass är det kritiskt att utvärdera för servicekostnaden kan hamna och till exempel OpenOffice utvecklar ett gratispaket och ett program som främjar support, utbildning och utbildning.

Det är viktigt att jämföra kostnaderna för de olika programmen. I många fall har kostnaderna blivit mycket högre än de som man tror. Detta är något som bör beaktas vid beslut om vilka program som ska användas.

Att utvärdera kostnaderna för programvara är viktigt för att kunna göra rätt beslut. Detta gäller både för kommuner och för företag.

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Helsingfors stad har redan utvärderat kostnaderna för Microsoft Office 2010. Microsoft Office är en kostbar programvara som ger mycket bra funktioner. Detta gäller både för kommuner och för företag.

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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	347
	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

fear
uncertainty
doubt

→ **TFC**

→ 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!

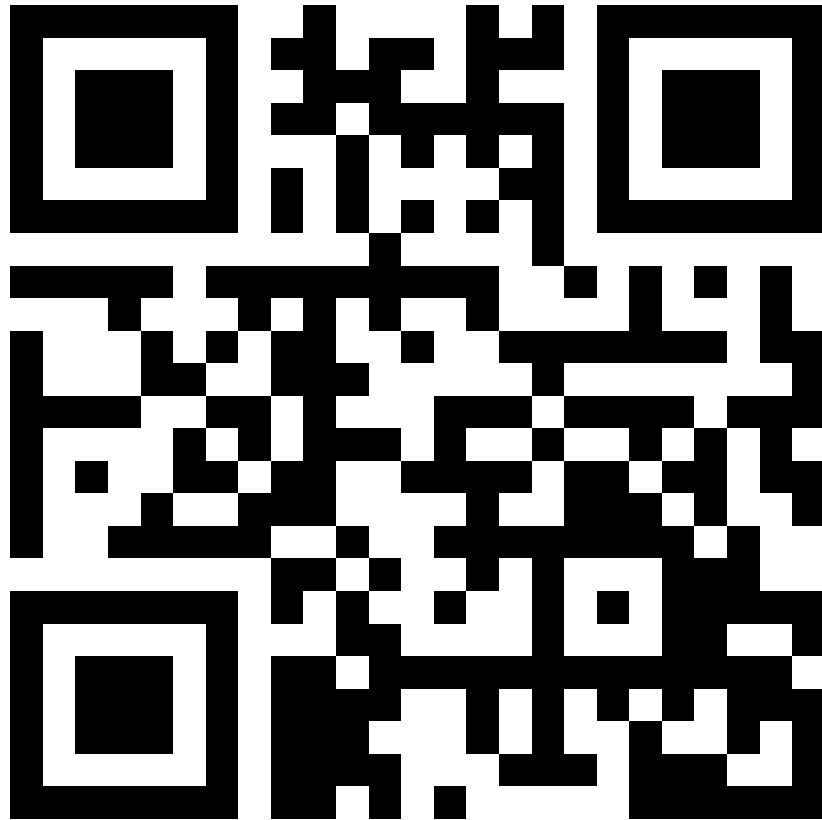
Critical mass

BERLIN 2012 CONFERENCE

17th-19th October

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