

"Normal" office suite in terms of the ordinary user

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Agenda



- Problems, goals and methodology
- IT department's actions
- Unqualified user
- Qualified user
- Normal office suite
- Recommendations



Pskov region



- NW of Russia
- Border with Estonia, Latvia, Belarus
- Population $800 \cdot 10^3$
- Subsidized region



The problem



- The situation in Pskov region:
 - High MSO awareness
 - Illegality of MSO
 - Low OOo awareness
 - Notoriety of OOo



Goals



- OOo awareness and popularity
 - Success-story
 - Distributing in media
- Research scheme for measuring of OOo implementation success



Survey target



Public Administration of Pskov region, RU

- ~800 workstations / 00o 60%
- Management of IT department shares FLOSS ideas
- No commercial confidentiality
- Prestige of power authorities in Russia



Methodology

- To understand
 - Unstructured F2F interviews
 - IT-department management and staff
 - Servants / Users of office suites
- To measure
 - Structured computerized interviews
 - Servants / Users of office suites



Current state



- F2F interviews
 - CIO of Public Administration
 - 2 employees in IT department
 - 3 employees in non-IT department (users)
- Computerized interviews
 - Questionnaire is under development



IT department actions



- IT-strategy under construction
- Uncertain support by top-management
- Smooth implementation of FLOSS
- User support and quick education by request



Unqualified user: start



- IT department's message:
 - State budget economy
 - Everybody will use OOo
 - Modern software
- Attractive name
- Problems:
 - Sharing documents
 - No help from colleagues (shortcuts)



Unqualified user: results



- Free soft means illegal soft
- Free soft means cost saving in people
- Help me to get the normal office!



Advanced user: start



- Raw soft
- Decrease efficiency
- Not hub of the universe
- What does governor use?
- Free soft can become paid (!license)
- Community



Advanced user: results



- Reinstall the software
- Conflicts with IT-department
- Implementation resistance



Normal office suite

- Primary socialization
- As most people have
- Center of support
- Significant producer
- No believes in community



Planned results of measuring



- Profiles of users
 - Skills and attitudes
 - Frequency distribution
- Rating of reasons to migrate
- Rating of IT-dep's bugs
- Information for lobby



Recommendations



- Top-management
- Internal PR
- Education



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