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Authorisation

No.	Action	Partner	Date
1	Prepared	USFD	14.04.2011
2	Approved		
3	Released		

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Section 1. Introduction

1. First name in English

2. Last name in English

3. E-mail address

4. Name of the public administration with which you are affiliated

5. Your role in the public administration:

- Elected representative

- Administrative manager

- Administrative staff

- IT manager

- IT staff

- Other (_____)

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	Please select your role in your public administration. If you choose the "other" option, please specify.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu. Select only one answer. Textbox of 80 characters for the option "other".

Section 2. The Organization

6. Organization type:

- Central government (ministry or other central government department or organization)

- Association of territorial public administrations

- Province / prefecture / county / district

- Municipality / commune / metropolitan / city / town

- Other (_____)

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	Please select the type of your public. If you choose the "other" option, please specify.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu. Select only one answer. Textbox of 80 characters for the option "other".

7. Country where your organization is located.

Explanatory text /help to the respondent	Please select the country where your organization is located.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu containing the countries in the survey. Select only one answer. This can be omitted for some translated versions of the questionnaire but where there is any ambiguity this can be used.

8. Approximate number of personnel in your organization:

- 1 – 30

- 31 – 100

- 101 – 500

- More than 500

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu. Select only one answer.

9. Does your organization outsource any of your IT-based services?

- All
- The minority
- The majority
- None
- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	Outsourcing is when your organisation pays a third party for a service.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu. Select only one answer.

10. If yes, which?

- Training
- Support
- Consulting
- Development
- Services
- Data Centre
- Other please specify below

Explanatory text /help to the respondent	Outsourcing is when your organisation pays a third party for a service.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu. Select all that apply. Textbox of 80 characters for the option "other".

11. Is your organization reviewing its activities in the light of financial cuts?

- Yes

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons

12. Does your organization have an active policy on the use of illegal software in offices/departments?

- Yes

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	This may be an agreed path of action if illegal software is found or used. URL to an example perhaps?
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons

13.   Will your organization be investigating cloud solutions either locally or in the wider context?

- Yes, locally

- Yes, in the wider context

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	Cloud computing is paying for IT software and hardware services on demand for your organisation through a third party supplier.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu. Select only one answer.

14.   Is your organization actively expanding services to include mobile phone and related access?

- Yes

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons

15.   Will your organization be engaging with social network systems?

- Yes

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	For example, Twitter, FaceBook, LinkedIn etc.
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons

16. **Does your organization have a dedicated data security manager?**

- Yes

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons

17. **Are you aware of what is free and/ or open source software (FOSS)?**

- Yes

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons If yes is answered here then continue with the questionnaire otherwise the survey should be automatically stopped and the following message should appear to the respondent "Thank you very much for your contribution. Further questions are addressed to respondents with more exposure to free and/or open source software (FOSS). If you provided your email address we will be able to send you the results of the survey once available." An option should be provided to

	enter email address if they didn't enter it earlier.

Section 3. FOSS, Non-technical

18. Which of the following statements describes best the experience(s) of FOSS programs in your organization?

- FOSS programs have been tested and assessed mostly with positive results.

- FOSS programs have been tested and assessed mostly with negative results.

- FOSS programs have been tested and assessed with mixed results.

- FOSS programs have never been tested and assessed.

- I do not know/ I do not wish to answer.

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu. Select only one answer.

19. Has the organization or your department ever implemented a migration to FOSS systems and applications?

- Yes

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons

20. Is there any strategy/ policy/ official position adopted by your organization regarding the strategic significance of FOSS?

- Yes

- No

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons If yes then go to next question otherwise skip next question.

21. Please provide more information related to your organization's strategy / policy / official position regarding FOSS?

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Free text field. Also, the option to include a URL to their organisation website page or to attach their policy file.

22. Which of these describes your experience with supporting FOSS.

- Support for FOSS has been implemented mostly with positive results.

- Support for FOSS has been implemented mostly with negative results.

- Support for FOSS has been implemented with mixed results.

- We do not support our FOSS programs.

- I do not know/ I do not wish to answer.

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.

Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu. Select only one answer.

23.   Please indicate all that apply:

- We donate financially to the Open Source Community

- We contribute to the knowledge of the Open Source Community

- We contribute code to the Open Source Community

- We provide technical support to the Open Source Community

- We actively market FOSS solutions

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select all that apply

24.   How many applications that were developed and shared by other public administrations does your organization use?

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Single box to enter a number. Default 0

25.   How many applications that were developed by your organization have been shared with other public administrations?

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Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Single box to enter a number. Default 0

26.   How would you describe the general attitude of the IT staff of your organization towards FOSS usage:

- Enthusiastic

- Supportive

- Indifferent

- Reluctant

- Resistant

- Other (_____)

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

27.   How would you describe the general attitude of the non – IT staff of your organization towards FOSS usage:

- Enthusiastic

- Supportive

- Indifferent

- Reluctant

- Resistant

- Other (_____)

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

28.   Which of these describes your level of involvement with the code of FOSS programs.

- We extensively and actively develop our FOSS programs

- We carry out minor development to the code of our FOSS programs

- We only carry out the occasional change to our FOSS programs.

- We do not make any changes to our FOSS programs.

- I do not know/ I do not wish to answer.

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

29.   Please indicate your level of involvement with the OSOR.eu?

- Unaware

- Aware but have never used it

- Have used it for general information gathering

- Have used it to share or re-use open source software

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.

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Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

30. Please indicate your level of use of the EUPL (European Union Public Licence)?

- Unaware

- Aware but have never used it

- Have used it to publish open source code developed by my organization

- I do not know/ I do not wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

31. Please rate your agreement with the following statements regarding FOSS benefits?

Benefits	I fully agree	I rather agree	Neither agree nor disagree	I rather disagree	I fully disagree	I do not know/ I do not wish to answer
Is easier to use than proprietary software programs.						
Is more reliable than proprietary programs.						
It leads to strategic independence from software vendors.						
It lowers software procurement costs.						
It is the backbone of the future public electronic						

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infrastructures.						
Access to the code and the ability to customise the software is a major benefit.						
The community of developers and users sharing code, expertise and knowledge is one of the most important benefits to FOSS.						
It has high performance.						
It integrates easily with existing systems.						
Staff with skills in FOSS software are readily available.						
It has all the functionality that is required.						
It is easy to adopt into an organization.						
It has all the security features required.						
It allows better management of hardware resources.						
It has better file format support / interopability.						
It allows easier server / system administration.						

32.   Please rank from 1 to 4 the first four main barriers to the successful implementation of FOSS with 1 being the most important.

	Barrier/ inhibitor	Ranking number
1	High direct and indirect costs for opting for a FOSS based mix of IT infrastructure	
2	Shortage of cost effective training and support for FOSS	
3	Initial productivity losses induced by the migration to FOSS	
4	Organisational inertia, reluctance of management or staff	
5	Insufficient presales support from FOSS programs providers	

6	Localisation of interfaces, language documentation, support and troubleshooting issues	
7	Lack of critical mass to motivate the migration to FOSS	
8	Availability of proprietary pirated software	
9	Vendor lock-in due to previous proprietary contracts signed	
10	Lack of warranty policy/ strategy of FOSS solutions' providers	
11	Lack of appropriate European and/ or national framework of standards on data exchanges and on interoperability approaches	
12	Lack of reliability of FOSS programs	
13	Scarcity of in-house technical expertise and familiarization with FOSS	
14	Shortage of IT companies providing maintenance and technical support services regarding FOSS	
15	Software backward compatibility issues	
16	Limited features and functionalities of comparable FOSS solutions	
17	Security concerns	
18	Lack of performance of FOSS solutions	
19	File formats and the lack of interoperability with mainstream proprietary software	
20	Organizational culture hindering uptake of the FOSS solution	

33.   Please give below any additional reasons that were not included in the above list.

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Free text box

34.   If your role is technical you can continue to answer further questions, if not you can end the questionnaire here. Do you wish to continue?

- Yes

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- No

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Radio buttons

Section 4. FOSS, Technical

35.   Approximately how many servers are there in your organization?

(Physical or virtual servers – virtualization allows the mounting of multiple software servers on one machine)

- 0 - 5

- 5 - 10

- 10 - 50

- 50 – 100

- 100 – 250

- >250

- I don't know

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

36. Approximately how many desktops & laptops (clients) are there in your organization?

- 0 - 5

- 5 - 10

- 10 - 50

- 50 – 100

- 100 – 250

- >250

- I don't know

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

37. How would you describe the distribution of proprietary / free – open source applications most frequently used in a typical server in your organization?

- Exclusively proprietary (0% FOSS)

- Mostly proprietary (1 - 40% FOSS)

- Equally proprietary / free and open-source (40 - 60% FOSS)

- Mostly free and open-source (60 - 99% FOSS)

- Exclusively free and open-source (100% FOSS)

- I don't know / I don't wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

38. How would you describe the distribution of proprietary / free – open source applications most frequently used in a typical desktop/laptop (client) in your organization?

- Exclusively proprietary (0% FOSS)

- Mostly proprietary (1 - 40% FOSS)

- Equally proprietary / free and open-source (40 - 60% FOSS)

- Mostly free and open-source (60 - 99% FOSS)

- Exclusively free and open-source (100% FOSS)

- I don't know / I don't wish to answer

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer.

39. Please choose how you wish define the technical profile of your organization:

1. I wish to give a general view of the software used in my organization

2. I wish to give a more detailed view of the software used in my organization

3. I wish to end here

Explanatory text /help to the respondent	No explanatory text/ help is available for the specific question.
Technical implementation suggestions for the developer of the online version of the questionnaire	Drop down menu Select only one answer. If 1. Go to subsection 4.1 If 2. Go to subsection 4.2 If 3. the survey should be automatically stopped and the following message should appear to the respondent "Thank you very much for your contribution. Further questions are addressed to respondents with more

	exposure to free and/or open source software (FOSS). If you provided your email address we will be able to send you the results of the survey once available." An option should be provided to enter email address if they didn't enter it earlier.

Subsection 4.1 General view of software

40.   For each type of software that your organization uses, what proportion of total use is FOSS?

		Exclusively free and open-source	Mostly free and open-source	Equally proprietary / free and open-source	Mostly proprietary	Exclusively proprietary	I do not know/ I do not wish to answer
1	Web servers (eg Apache)						
2	Databases (eg MySQL)						
3	CLIENT Operating systems (eg Linux, Ubuntu)						
4	SERVER Operating systems (eg Linux, Ubuntu)						
5	Intranet						
6	Web/Content management, Blogs (eg Wordpress)						
7	Security tools						
8	Corporate applications						
9	Office software (eg OpenOffice)						
10	Departmental applications						

11	Middleware (eg LGOL-net)					
12	Social software (eg MediaWiki)					
13	Testing environments					
14	Surveys (eg LimeSurvey)					
15	EDRM (eg Alfresco)					
16	Project management (eg DotProject)					
17	Bug reporting (eg Bugzilla)					
18	Transactional services					
19	CRM (eg SugarCRM)					
20	Mobile Devices					

The survey should be automatically stopped here and the following message should appear to the respondent "Thank you very much for your contribution. Further questions are addressed to respondents with more exposure to free and/or open source software (FOSS). If you provided your email address we will be able to send you the results of the survey once available." An option should be provided to enter email address if they didn't enter it earlier.

Subsection 4.2 More detailed view of software

41.   Please specify the number of operating systems running on servers in your organization. Select all that apply.

	Number of installations	#	I do not know/ I do not wish to answer
1	Windows Server FAMILY		
5	MacOS X Server FAMILY		

7	GNU/LINUX SERVER FAMILY	

42. Please specify the number of operating systems running on clients (desktops and laptops) in your organization.

	Number of installations	#	I do not know/ I do not wish to answer
1	Windows FAMILY		
6	MacOS FAMILY		
8	GNU/LINUX FAMILY		

43. Please estimate how many of the following free / open source applications are currently used your organization and also identify any that are the standard default application. Select all that apply.

Text processing and publishing tools

	Default	No.
I don't know / I don't wish to answer.	[ ]	
OpenOffice/LIBRE OFFICE	[ ]	
Koffice	[ ]	
Abiword	[ ]	
Gedit	[ ]	
GNUemacs	[ ]	
Notepad++	[ ]	
Gnumeric	[ ]	
PdfCreator	[ ]	
Evince	[ ]	

Scribus	[ ]	
Other, please specify below	[ ]	

E-mail and communication, project management and groupware

	Default	No.
I don't know / I don't wish to answer.	[ ]	
Evolution	[ ]	
Thunderbird	[ ]	
KMail	[ ]	
Pidgin	[ ]	
Miranda IM	[ ]	
Chatzilla	[ ]	
Sendmail	[ ]	
Squirrelmail	[ ]	
Postfix	[ ]	
Scribus	[ ]	
Zimbra (open source edition)	[ ]	
phpGroupware	[ ]	
OpenWorkbench	[ ]	
BlueERP	[ ]	
ERP5	[ ]	
Tiddlywiki	[ ]	
Gnucash	[ ]	
Other, please specify below	[ ]	

Graphics, media and file compression

	Default	No.
I don't know / I don't wish to answer.	[ ]	
GIMP	[ ]	
Inkscape	[ ]	
Blender	[ ]	
Audacity	[ ]	
VLC media player	[ ]	
Totem	[ ]	
VirtualDub	[ ]	
K3b	[ ]	
Brasero	[ ]	
7-Zip	[ ]	
Other, please specify below	[ ]	

Internet / Networking

	Default	No.
I don't know / I don't wish to answer.	[ ]	
Mozilla Firefox	[ ]	
Epiphany	[ ]	
Konqueror	[ ]	
BitTorrent	[ ]	
Filezilla	[ ]	
Samba	[ ]	
Common Unix Printing System (CUPS)	[ ]	
OpenVPN	[ ]	

OpenLDAP	[ ]	
FreeSWAN	[ ]	
Netplug	[ ]	
Rdesktop	[ ]	
Squid	[ ]	
Other , please specify below	[ ]	

Servers, Databases and Content Management

	Default	No.
I don't know / I don't wish to answer.	[ ]	
Apache	[ ]	
XAMPP	[ ]	
Zope	[ ]	
Plone	[ ]	
MySQL	[ ]	
PostgreSQL	[ ]	
Firebird	[ ]	
SQLite	[ ]	
Ingres	[ ]	
Lighttpd	[ ]	
Php-Nuke	[ ]	
Joomla	[ ]	
Mediawiki	[ ]	
Wordpress	[ ]	
Drupal	[ ]	

Other , please specify below	[ ]	

Geographic Information Systems (GIS) and Computer Aided Design (CAD)

	Default	No.
I don't know / I don't wish to answer.	[ ]	
GRASS GIS	[ ]	
GvSIG	[ ]	
Quantum GIS	[ ]	
PostGIS	[ ]	
DIA	[ ]	
Other , please specify below	[ ]	

System Administration, Security and Development Tools

	Default	No.
I don't know / I don't wish to answer.	[ ]	
Amanda	[ ]	
Eclipse	[ ]	
Clam Antivirus	[ ]	
Firestarter	[ ]	
Cacti	[ ]	
Nagios	[ ]	
MySQL Control Centre	[ ]	
phpMyAdmin	[ ]	
SmoothWall	[ ]	
CrossCrypt	[ ]	

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Wireshark	[ ]	
Other, please specify below	[ ]	

The survey should be automatically stopped here and the following message should appear to the respondent "Thank you very much for your contribution. Further questions are addressed to respondents with more exposure to free and/or open source software (FOSS). If you provided your email address we will be able to send you the results of the survey once available." An option should be provided to enter email address if they didn't enter it earlier.