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No.	Action	Partner	Date
1	Prepared	USFD	11.11.2010
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Disclaimer

The information in this document is subject to change without notice.

1. **Type of the public administration with which you are affiliated**

   - Central government (ministry or other central government department or organization)
   - Association of territorial public administrations
   - Province / prefecture / county / district
   - Municipality / commune / metropolitan / town
   - Other (_____)
   - I do not know/ I do not wish to answer

2. **Country where the public administration with which you are affiliated is established**

Albania	F.Y.R.O. Macedonia	Poland
Andorra	Georgia	Portugal
Armenia	Germany	Romania
Austria	Greece	Russia
Azerbaijan	Hungary	Serbia
Belarus	Iceland	Slovakia
Belgium	Ireland	Slovenia
Bosnia and Herzegovina	Italy	Spain
Bulgaria	Latvia	Sweden
Croatia	Lithuania	Switzerland
Cyprus	Luxembourg	Turkey
Czech Republic	Malta	Ukraine
Denmark	Moldova	United kingdom
Estonia	Montenegro	Other (_____)
Finland	Netherlands	I do not know/ I do not wish to
France	Norway	answer

3. **Approximate number of personnel of the public administration with which you are affiliated:**

   - 1 – 30
   - 31 – 100
   - 101 – 500
   - More than 500

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

4. Are you aware of what is free and/ or open source software (FOSS) [1]?

- Yes, I am aware.

- No, I am not aware.

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

5. Which of the following statements describes best the current situation within the public administration with which you are affiliated, regarding FOSS usage?

- There is widespread use of FOSS within the public administration.

- There is occasional use of FOSS within the public administration.

- There is no use of FOSS within the public administration.

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

6. Which of the following statements describes best the experience(s) of the public administration with which you are affiliated with FOSS programs?

- 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.

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[1]   **Free and/or open source software.**

7. In the event that a migration to a FOSS solution was not adopted, please rank from 1 to 4 the first four main critical reasons that led to the decision.

	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	

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

9. Is there any strategy/ policy/ position adopted officially by the public administration with which you are affiliated, regarding the strategic significance of FOSS for the public administration?

- Yes

- No

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

10. In the event that there is an official strategy/ policy/ position adopted by the public administration with which you are affiliated regarding FOSS, can you provide more information about this?

11. Do you run your own systems, servers or do you outsource some or all of your IT-based services?

- Yes

- No

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

12. Are you reviewing your activities in the light of financial cuts?

- Yes

- No

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

13. Do you have an active policy on the use of illegal software in your offices/departments?

- Yes

- No

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

14. Will you be investigating cloud solutions either nationally or in consortia?

- Yes

- No

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

15. Are you actively expanding services to include mobile phone and related access?

- Yes

- No

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

16. Will you be engaging with social network systems?

- Yes

- No

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

17. Do you have an active data security and privacy management system?

- Yes

- No

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

18. Do you have a dedicated data security manager?

- Yes

- No

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

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

	Level of use	Always used	Widely used	Someti mes used	Rarely used	Never used	I do not know/ I do not wish to answer
1	Web servers (eg Apache)						
2	Databases (eg MySQL)						
3	Operating systems (eg Linux, Ubuntu)						
4	Intranet						
5	Web/Content management						
6	Security tools						
7	Corporate applications						
8	Office software (eg OpenOffice)						
9	Departmental applications						
10	Blogs (eg Wordpress)						
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						

20. For those examples above where FOSS is being used please identify specifically which software is used (drop down boxes).

21. Please rate your agreement with the following statements regarding FOSS usage?

Level of agreement Statements	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
"FOSS programs are easier to use than the respective proprietary software programs."						
"FOSS programs are more reliable than the respective proprietary programs."						
"The main advantage of FOSS usage in the European public administrations is that it leads to strategic independence from software vendors."						
"The main advantage of FOSS usage in the European public administrations is that it lowers software procurement costs."						
"FOSS is the backbone of the future public electronic infrastructures"						
"Access to the FOSS code and the ability to customise						

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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"					
"FOSS software has high performance"					
"FOSS software integrates easily with existing systems"					
"Staff with skills in FOSS software are readily available"					
"FOSS software has all the functionality that is required"					
"FOSS software is easy to adopt into an organization"					
"FOSS software has all the security features required"					

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

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

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

- Support for FOSS programs has been implemented with mixed results.

- We do not support our FOSS programs.

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

23.   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.

24. 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 support to the Open Source Community

25. How would you describe the attitude of the non – IT staff of the public administration you are affiliated with towards the FOSS usage:

- Supportive
- Somewhat supportive
- Indifferent
- Reluctant
- Resistant
- Other (_____)
- I do not know/ I do not wish to answer

26. First name in English

27. Last name in English

28. Role in the public administration with which you are affiliated

- Elected representative
- Administrative manager
- Administrative staff
- IT manager
- IT staff
- Other (_____)
- I do not know/ I do not wish to answer

29. Name of the public administration in English

30.   E-mail address