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# Appendix I : Research Questionnaire

## Introduction

My name is Nishan Weerasooriya and I am studying for the MBA in IT Degree at the University of Moratuwa, Sri Lanka

I am conducting a survey on Free / Open Source Software (FOSS) as a partial fulfillment of the requirements for the degree.

Your answers will remain absolutely confidential and the survey results will be presented in an aggregated format only. It will not be possible to draw conclusions about your company from the research results.

Thank you

## Questionnaire

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1. Business  Public Sector  Private Sector  IT Influencer  
(IT influencers are System Integrators, Consultants, Value Added Resellers)

2. Nature of work  IT Decision Maker  Evaluate/Recommend  Influencer

3. Number of computers in the organisation  [1] Less than 10,  [2] 10-25  [3] 26-50  [4] over 50

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4. Is reducing total cost of ownership (TCO) an issue for your organisation  [1] No,  [2] Minor issue  [3] Major issue

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5. What is your strategy for reducing the TCO (mark your top strategies)

- Outsourcing
- Looking at FOSS
- Centralisation
- Reducing new IT investments
- No specific strategy

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6. Do you consider licensing of software important to your company  [1] Not important  [2] Minor importance  [3] High importance

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7. How have you addressed/planning to address the licensing issue (mark your top strategies)

- Negotiation for better deal
- Slowdown upgrade process
- Evaluating other software
- Considering FOSS
- No specific strategy

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- 8.** How are you planning to use FOSS in next 2 years  
(Tick [ x ] on what is applicable)
- Run Business critical applications [ ]
  - Run as server operating systems [ ]
  - Run infrastructure applications [ ]
  - Run desktop operating systems [ ]
  - Run desktop applications [ ]
  - No plans to use FOSS [ ]
- 

- 9.** What would you expect from the FOSS community to promote FOSS  
(Tick [ x ] on what is applicable)
- Publish credible case studies [ ]
  - Alliances with major vendors [ ]
  - Greater and press exposure [ ]
  - Establish credibility of support [ ]
  - Availability of more applications [ ]
  - More Educational seminars [ ]
  - More Academic Involvement [ ]
  - Other \_\_\_\_\_ [ ]
  - Other \_\_\_\_\_ [ ]
- 

- 10.** What should be the government role in FOSS (select one )
- Do not get involved at all [ ]
  - Provide equal opportunities for both proprietary as well as FOSS [ ]
  - Give FOSS more preference [ ]
- 

- 11.** What should the govt. should do To promote FOSS (only of a govt role is recommended in 11)  
(Tick [ x ] on what is applicable)
- Promote training on FOSS products [ ]
  - Adoption of FOSS in govt organization [ ]
  - Create a Open Source Technology centres for FOSS development [ ]
  - Other \_\_\_\_\_ [ ]
  - Other \_\_\_\_\_ [ ]
-

## Server Operating System and Infrastructure Application features

### Information for the user (Server operating Systems)

Proprietary Operating Systems	Free / Open Source Operating Systems
Windows 2003 sever / Advance Server IBM-AIX / HP-UX / SUN-Solaris Unix V / SCO Unix	Linux Open BSD BeOS

### Information for the user (IT infrastructure applications)

Application Area	Proprietary Application Software	Free / Open Source Application Software
Web server	Microsoft Internet Information Server (IIS) Netscape iPlanet	Apache Web server
Cache / Proxy Servers	Microsoft Proxy Server 2.0 Microsoft Internet Security Acceleration (ISA) Server	Squid (running on Linux)
File Server	Microsoft Windows 2000 server	Linux running Samba for NT emulation
Mail Servers	Microsoft Exchange / Lotus Domino	Sendmail / Qmail/ COURIER-MTA
Firewall	Checkpoint Microsoft ISA	Ipchains

## Company's use of IT infrastructure Applications

### 12. IT infrastructure Systems being used in the Company (Number of servers)

( i ) Linux \_\_\_\_\_ ( ii ) FOSS Application Systems \_\_\_\_\_

Please indicate your general knowledge level (**not technical**) on following products ( in regard to functionality, strengths/weaknesses in relation to competing products, etc)

13. Linux Operating Systems [1] Excellent [2] Good [3] Average [4] Poor [5] None

14. FOSS application servers (Ex Apache, Samba, Send mail) [1] Excellent [2] Good [3] Average [4] Poor [5] None

**15. Consider the above IT infrastructure applications and Operating Systems**

- On the first column indicate your value considering how critical the factor is to you
- On the second column indicate your value considering how you perceive the factor on FOSS products in the related area

	Scale of 1 to 5	Scale of 1 to 5
	<b>1 – Not important</b>	<b>1 – Not satisfactory</b>
	<b>2 – Important</b>	<b>2 – Less than average</b>
	<b>3 – Significant</b>	<b>3 – Average</b>
	<b>4 – Very Significant</b>	<b>4 – Better than average</b>
	<b>5 – Critical</b>	<b>5 – Excellent</b>
	Your opinion on the importance of the feature	Your opinion on open source server OS /Application implementation
Should have a high uptime	_____	_____
The GUI Should be easy to understand	_____	_____
All major peripheral vendors should support the product – (a good device driver base)	_____	_____
Support for all major hardware platforms.	_____	_____
Product should have a adequate software base	_____	_____
Price	_____	_____
Product should run on minimum hardware resources	_____	_____
Minimum Critical Bugs	_____	_____
Fast bug fixes	_____	_____
Vendor interest in selling the product	_____	_____
Product promotions by vendors	_____	_____
Products seminars by vendors	_____	_____
Training by vendors	_____	_____
Technical sessions on various products	_____	_____
Recommending solutions based on the product	_____	_____
Are vendors capable of supporting the products	_____	_____

## Desktop OS and Desktop Application features


### Information for the user (Desktop operating systems)

Proprietary Operating Systems	Free / Open Source Operating Systems
Windows 2000 home / Pro Windows XP home / Pro	Linux Open BSD BeOS

### Information for the user (Desktop Applications)

Application Area	Proprietary Products	Free / Open Source products
Office Automation Suites	Microsoft Office 97/2000/XP IBM Lotus Suit Corel WordPerfect Office	Open Office 1.1 Star Office
Web browser	Internet Explorer	Netscape / Mozilla

### Select systems you currently use in the organisation and indicate the number of systems/servers in use


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**Free / Open Source**

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16. Office Automation Suites [1] We use ( Number of suits \_\_\_\_\_ )  
[2] We do not use

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17. Web browser [1] We use ( Number of browsers \_\_\_\_\_ )  
[2] We do not use

---

### 18. Please indicate your general knowledge level (**not technical**) on the following products ( in regard to functionality, strengths/weaknesses in relation to competing products, etc)

FOSS Products ( e.g. Open Office, Office, Netscape / Mozilla) [1] Excellent [2] Good [3] Average [4] Poor [5] None



**19** Consider the above **Desktop Operating Systems and Desktop Applications** in groups of Proprietary Software and F/OSS (Free / Open Source Software)

- On the first column indicate your value considering how critical the factor is to you
- On the second column indicate your value considering how you perceive the factor on FOSS products in the related area

	Scale of 1 to 5 <b>1 – Not important</b> <b>2 – Important</b> <b>3 – Significant</b> <b>4 – Very Significant</b> <b>5 – Critical</b>	Scale of 1 to 5 <b>1 – Not satisfactory</b> <b>2 – Less than average</b> <b>3 – Average</b> <b>4 – Better than average</b> <b>5 – Excellent</b>
	Your opinion on the importance of the feature	Your opinion on open source Desktop OS / Application
Should have a high uptime	_____	_____
The GUI Should be easy to understand	_____	_____
All major peripheral vendors should support the product – (a good device driver base)	_____	_____
Support for all major hardware platforms.	_____	_____
Product should have a adequate software base	_____	_____
Price	_____	_____
Product should run on minimum hardware resources	_____	_____
Minimum Critical Bugs	_____	_____
Fast bug fixes	_____	_____
Vendor interest in selling the product	_____	_____
Product promotions by vendors	_____	_____
Products seminars by vendors	_____	_____
Training by vendors	_____	_____
Technical sessions on various products	_____	_____
Recommending solutions based on the product	_____	_____
Are vendors capable of supporting the products	_____	_____

\_\_\_\_\_ Name (optional)

## Appendix II : Summarised Responses for Questions Used in Statistical Analysis

Summarised responses for question 12

Total infrastructure application servers running		Number of respondents
0		15
1		1
2		3
3		5
4		2
5		3
6		2

Summarised Responses for question 15

Ratings ( Scale)	importance of the feature					open source server OS /Application implementation				
	1	2	3	4	5	1	2	3	4	5
Should have a high uptime	0	0	3	11	17	1	0	0	16	14
The GUI Should be easy to understand	1	6	8	8	8	9	7	4	10	1
All major peripheral vendors should support the product	0	8	8	12	3	7	11	6	6	1
Support for all major hardware platforms_.	0	11	6	12	2	3	10	11	4	3
Product should have a adequate software base	0	6	18	7	0	6	14	8	2	1
Price	0	4	8	12	7	0	8	11	9	3
Product should run on minimum hardware resources	1	5	12	9	4	1	7	11	8	4
Minimum Critical Bugs	0	0	4	7	20	8	9	3	7	4
Fast bug fixes	0	0	2	12	17	9	8	2	7	5
Vendor interest in selling the product	9	7	10	1	4	16	6	6	3	0
Product promotions by vendors	9	5	13	0	4	15	5	8	3	0
Products seminars by vendors	7	5	16	2	1	15	6	10	0	0
Training by vendors	0	7	16	4	4	14	8	8	1	0
Technical sessions on various products	2	7	11	7	4	14	2	13	1	1
Recommending solutions based on the product	0	5	19	6	1	12	7	5	7	0
Are vendors capable of supporting the products	1	4	3	11	12	12	4	5	9	1

Summarised Responses for question 16 (number of other open source applications) and 17 (number of open source web browsers)

Total desktop level applications		Number of respondents
0		19
1		4
2		5
3		3
4		0
5		0
6		0

Summarised Responses for question 19

Ratings (scale)	importance of the feature					Desktop OS / Application implementation				
	1	2	3	4	5	1	2	3	4	5
The GUI Should be easy to understand	0	6	5	8	12	11	8	5	7	0
All major peripheral vendors should support the product	0	6	3	9	13	10	8	7	6	0
Support for all major hardware platforms	0	12	1	8	10	6	10	7	7	1
Product should have a adequate software base	2	2	8	5	14	13	10	5	2	1
Price	0	5	3	7	16	0	11	9	9	2
Product should run on minimum hardware resources	1	2	12	6	10	7	11	7	5	1
Minimum Critical Bugs	0	1	7	15	8	10	10	3	7	1
Fast bug fixes	0	1	8	15	7	11	8	6	4	2
Vendor interest in selling the product	9	6	12	1	3	16	4	8	3	0
Product promotions by vendors	9	5	14	0	3	15	5	6	5	0
Products seminars by vendors	7	7	14	0	3	15	5	7	4	0
Training by vendors	0	9	15	3	4	12	8	11	0	0
Technical sessions on various products	4	5	15	3	4	14	7	7	2	1
Recommending solutions based on the product	2	4	14	5	6	12	6	10	3	0
Are vendors capable of supporting the products	1	5	7	10	8	12	6	6	7	0



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