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APPENDICES

A. The Questionnaire

Questionnaire on Free and Open source software adoption in Sri Lankan software

Dear Participant,

I'm a postgraduate student of University of Moratuwa, Sri Lanka, engaged in a research study for the partial fulfillment of MBA in IT program conducted by the Department of Computer science and Engineering.

The survey is carried out in order to gather information for a study on Free and Open Source adoption in Sri Lankan software companies.

Please be kind enough to respond to the questionnaire. Your company name will be anonymous in the dissertation and only the numbers will be used. The information provided will only be used for academic purposes.

Thank you very much for your time and cooperation.

Dantha Elvitigala

MBA-IT 2010

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> **ABBREVIATIONS**
>
> FOSS - Free and Open Source Software

1   Organization profile

1.1   What is the name of the company?

_____

1.2   Describe your position at your organization?

☐   Software engineer   ☐   Senior Software engineer

☐   Team leader   ☐   Project Manager

☐   IT Manager   ☐   CTO

☐   CIO   ☐   Other

1.3   What is the total number of employees in your organization?

☐   Less than 20   ☐   20 - 50

☐   51 - 100   ☐   101 – 200

☐   201 – 500   ☐   More than 500

1.4   Number of years in operation

☐   Less than 1   ☐   1 – 5

☐   5 – 10   ☐   More than 10

1.5   If you are developing applications what type of applications do you develop? _(Select all appropriate responses.)_

☐   Operating System Software   ☐   Middleware

☐   End user applications   ☐   Business applications

☐   Accounting packages   ☐   Desktop applications

☐   Database applications   ☐   Web developments

☐ Others (Please specify)

1.6 **What type of programming languages are you using for product development?***(Select all appropriate responses.)*

☐ Java   ☐ C / C++

☐ .Net   ☐ PHP

☐ Delphi   ☐ Flash

☐ Others (Please specify) …………………………………

2 ICT Infrastructure

2.1 **What is the approximate number of servers in use in your organization?**

(Total # of Proxy Servers, Mail Servers, Web Servers, Application Servers, Database servers, FTP Servers)

2.2 **Percentage of server machines operating system completely Free and Open Source Software (FOSS) based?** *(Choose one of the following answers)*

☐   0% - 25%

☐   26% - 50%

☐   51% - 75%

☐   76% - 100%

2.3 **Percentage of proprietary servers have FOSS components installed on them?**

☐   0% - 25%

☐   26% - 50%

☐   51% - 75%

☐   76% - 100%

2.4   What is the approximate number of desktops use in your organization?

_____

2.5   Percentage of desktop machines completely FOSS based?

(Desktops consists of FOSS OS & FOSS applications)

☐   0% - 25%

☐   26% - 50%

☐   51% - 75%

☐   76% - 100%

2.6   Percentage of desktop machines partly FOSS based?

(Desktops consists of at least one or more FOSS applications)

☐   0% - 25%

☐   26% - 50%

☐   51% - 75%

☐   76% - 100%

2.7   Percentage of desktop machines with dual boot?

(Including one FOSS OS partition)

☐   0% - 25%

☐   26% - 50%

☐   51% - 75%

☐   76% - 100%

2.8   From your point of view, what is the importance of Free and Open Source Software for your company's IT infrastructure?

☐ Very high   ☐ Very low

☐ High   ☐ Don't know

	Medium		No answer
	Low		

2.9 Select each area where your company is currently using Open Source Software?*(Check any that apply)*

☐ Server operating systems
☐ Databases
☐ Desktop operating systems
☐ Software development tools (eg. Apache, PHP, Perl, Python)
☐ Other desktop applications (eg. Mozilla, OpenOffice)
☐ Other:

3 FOSS usage policies and training

3.1 Does your organization has a defined model for selecting a FOSS product ? *(Choose one of the following answers)*

☐ Yes
☐ No

☐ No answer

3.2 Does your organization has a FOSS repository?

(Choose one of the following answers)

☐ Yes
☐ No
☐ No answer

3.3 Does your organization procuring policy mention FOSS as an option?

(Choose one of the following answers)

☐ Yes

☐   No

☐   No answer

3.4   What percentage of your staff aware of FOSS?

☐   0% - 25%

☐   26% - 50%

☐   51% - 75%

☐   76% - 100%

3.5   What percentage of staff exposure (beyond just awareness) to FOSS ?

☐   0% - 25%

☐   26% - 50%

☐   51% - 75%

☐   76% - 100%

3.6   Percentage of employees having any form of FOSS certifications (Like Java, Joomla, Drupal, Zend etc)?

☐   0% - 25%

☐   26% - 50%

☐   51% - 75%

☐   76% - 100%

3.7   Is FOSS Product usage and support documentations available to employees?*(Choose one of the following answers)*

☐   Yes

☐   No

☐   No answer

3.8 Are the employees trained in FOSS policy and product usage?

(Choose one of the following answers)

☐ Yes

☐ No

☐ No answer

4 FOSS usage

4.1 In the following list of several **server operating systems**, please mark each
one with criticality for your business

	5– Extremely critical	4– Moderately critical	3– Somewhat critical	2– Slightly critical	1– Not at all critical / Not
Windows					
Linux (Red Hat, Mandrake, Ubuntu, etc.)					
Unix					
Free/Open BSD					
Mac OSX Server					
Novel NetWare					
Sun Solaris					
Other …………………					

4.2 In the following list of several **database systems**, please mark each one with criticality for your business

	5– Extremely critical	4– Moderately critical	3– Somewhat critical	2– Slightly critical	1– Not at all critical / Not used
Microsoft Sql Server					
Oracle					
MySQL					
PostgreSQL					
InterBase					
Firebird					
DB2(IBM)					
Other …………………					

4.3 In the following list of **Desktop operating systems**, please mark each one with criticality for your business

	5– Extremely critical	4–Moderately critical	3– Somewhat critical	2– Slightly critical	1– Not at all critical / Not used
Windows					
Linux (Red Hat,Mandrake,Ubuntu, etc.)					
Mac OS					

	Other ……………………					

4.4 In the following list of **Software development tools**, please mark each one with criticality for your business

	5– Extremely critical	4– Moderately critical	3– Somewhat critical	2– Slightly critical	1– Not at all critical / Not used
Apache web server					
IIS web server					
Apache Tomcat server					
Glasssfish					
MS. Visual studio					
Zend Studio					
Eclipse					
Komodo					
NetBeans					
OpenVPN					
MS Project					
Open Proj					
Squid - Proxy Server					
Subversion- version control					
MS Visual source safe					
Other FOSS SW development tools					

4.5 In the following list of **Desktop applications**, please mark each one with criticality for your business

	5– Extremely critical	4– Moderately critical	3– Somewhat critical	2– Slightly critical	1– Not at all critical / Not used
MS Office suite					
LibreOffice Suite					
OpenOffice Suite					
Mozilla Firefox					
Google Chrome					
MS Outlook					
Thunderbird					
Other					

4.6 In the following list of **mail servers**, please mark each one with criticality for your business

	5– Extremely critical	4– Moderately critical	3– Somewhat critical	2– Slightly critical	1– Not at all critical / Not used
Exchange server					

Google apps					
Zimbra					
Exim					
Postfix					
Sendmail					

5 Benefits and Challenges

5.1 Please mark the importance of following criteria of free and open source software.

	5– Extremely important	4– Very important	3– Somewhat important	2– Slightly important	1– Not at all important
Source code availability					
Cost saving					
Avoiding Vendor lock-in (An organization that's locked-in to its current vendor depends on that vendor for its products and services, so switching vendors would entail significant cost)					
External support					
Higher performance					
Maturity					
Security					

Other					

5.2 **Based on your experience please mark the level of challenge of below barriers for free and open source software adoption.**

	5– Highest challenge	4– Somewhat higher challenge	3– Somewhat challenge	2– Small challenge	1– Not at all a challenge
Lack of support					
Migration cost					
User resistance					
Compatibility with proprietary software					
Lack of approved standards					
Lack of skilled staff					

5.3 **Comments about FOSS**