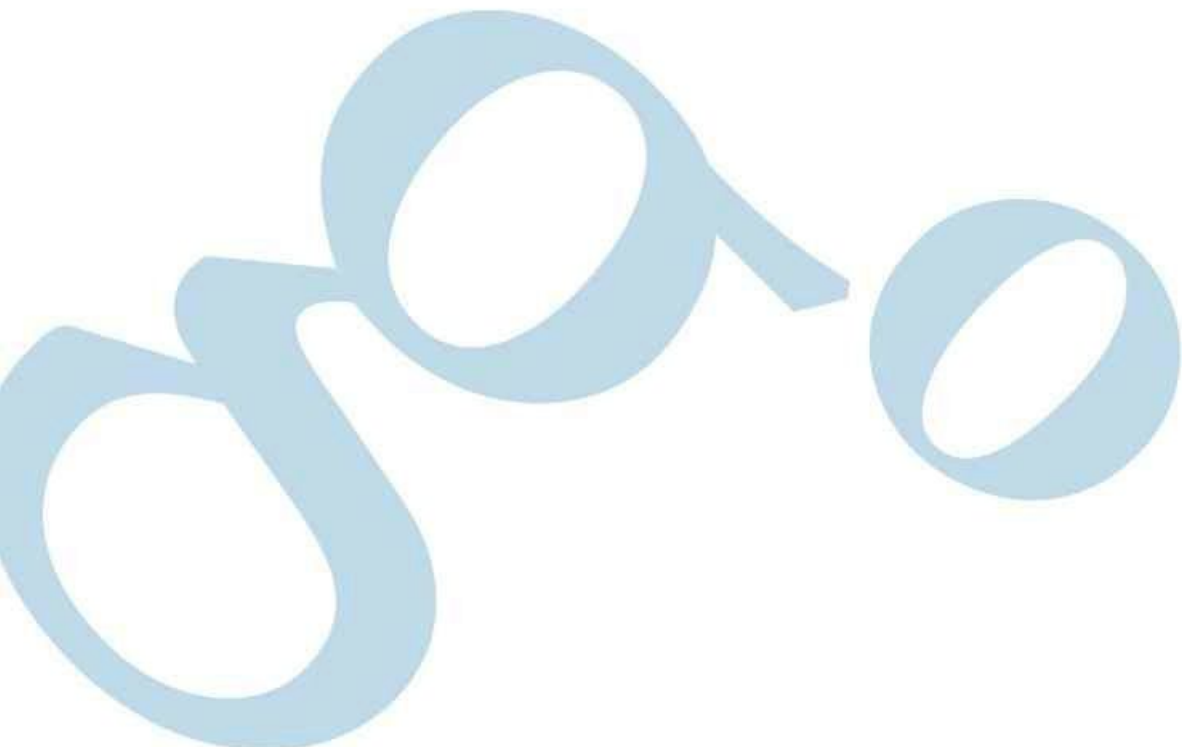
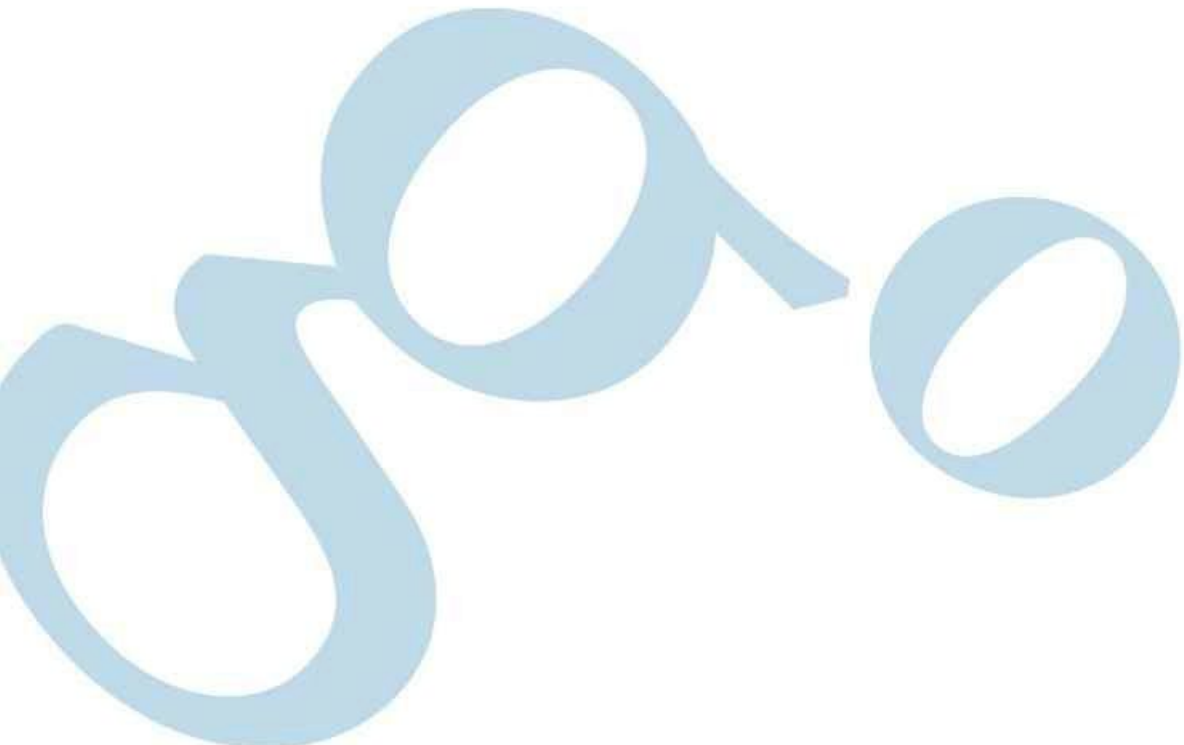


# **Document & Content Management**

## **The place for Open Source**



**DISINFORMATION**



# Why can't local government and open source be friends?

When the budget for rebuilding Birmingham City Council's website ballooned from £580,000 to £2.8m, did nobody say 'let's try free software instead'?

**Charles Arthur**

[guardian.co.uk](http://guardian.co.uk), Friday 7 August 2009 17.39 BST

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# **Public Funds in the UK**

**Open Source for Document and  
Content Management?**



# Speakers

Mike Davis	(Ovum)
Matt Hamilton	(Netsight)
John Newton	(Alfresco)
Mike Grafham	(Deloitte)
Jon Marks	(LBI)
Danny Budzak	(Newham case study)
John Lindsay	(Kingston University)
Francois Mounier	(Camden case study)
Tjeerd Brenninkmeijer	(Hippo)
Janus Boye	(J.Boye)



**Websaver**

**Portal**

**CRM**

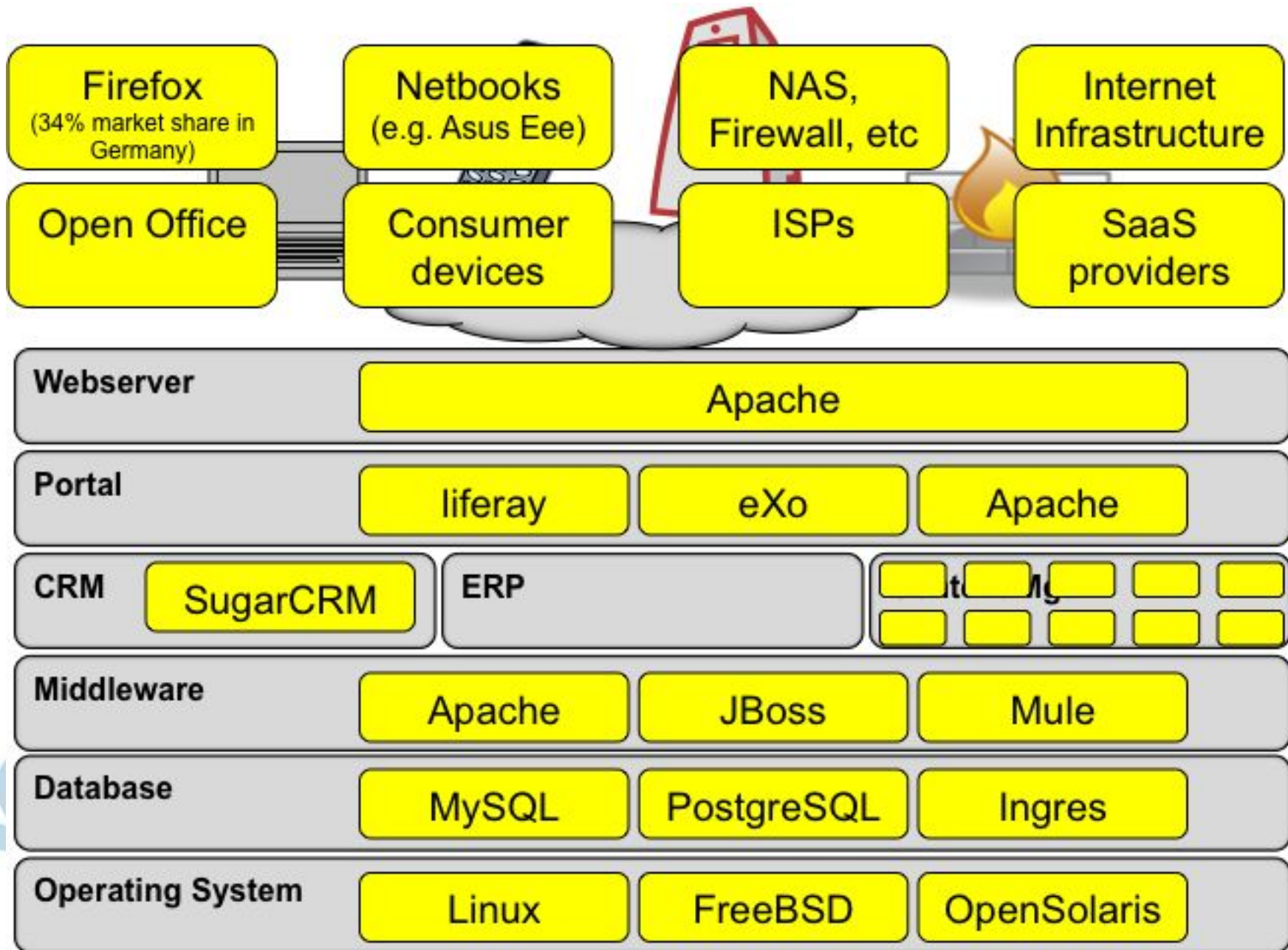
**ERP**

**Content Mgt**

**Middleware**

**Database**

**Operating System**



# There are many strong OSS options

## Content Management

- Drupal
- Joomla
- Plone
- Hippo
- TYPO3
- Umbraco
- eZ
- ...

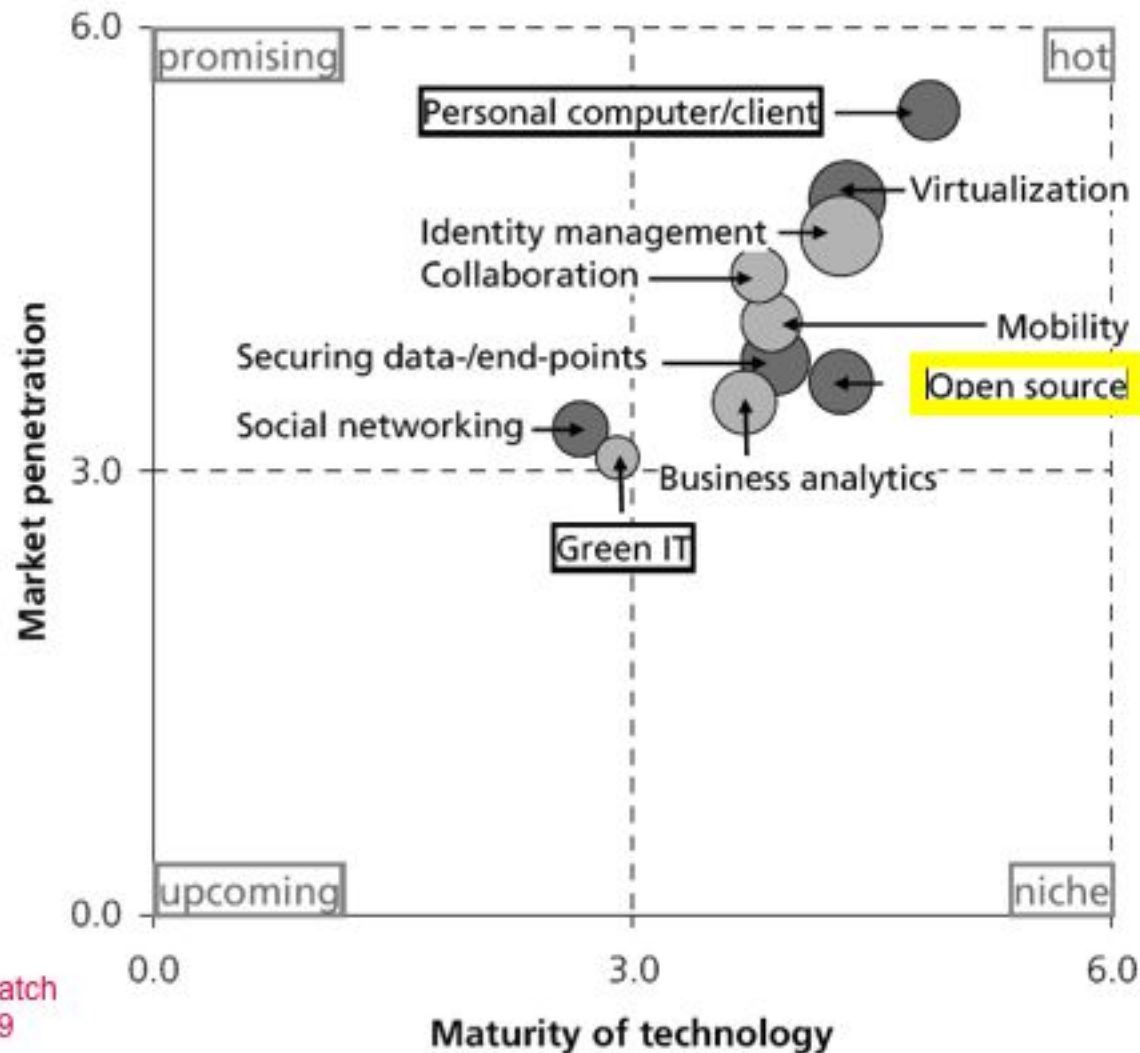
## Document Management

- Alfresco
- Nuxeo
- ...



# OSS has momentum

Even UBS thinks that the time has come for Open Source



UBS Market Watch  
December 2009

Mike Davis

# UK is becoming more amenable

## The February 2009 GAP document

- **The good bits**
  - UK more proactive to Open source
  - Open source is equal to proprietary – and the world is hybrid
  - Build positive feedback loop around open source
  - Approach needs to be pragmatic
  - Complex adoption criteria – ‘value for money’
  - Open Source is ready for UK public sector
  - The public sector needs to get ready for open source
  - UK public sector suppliers need to get ready for Open Source
  - SIs need to develop an Open Source ISV ecosystem
  - UK public sector need to interact and contribute to open source projects
  - UK public sector needs to collaborate with others

# Although it's behind much of Europe

## Open source @ the government in the Netherlands

- NOIV – Netherlands open in Connection
- Open Source with equal offering
- Open Standaarden compulsory



The programme NOiV (Netherlands in Open Connection) informs and advises the Dutch public sector about the possibilities of open source software and stimulates the use of open source software in their information systems. The acronym OS & OSS stands for “Open Standards & Open Source Software”.

Tjeerd Brenninkmeijer

# Case Studies

**Warwickshire POLICE**

Listen to page

**HOME**

- Contacting the police >
- How can I >
- I need help or advice >
- Crime Prevention and Personal Safety Advice >
- Policing Warwickshire >
- Careers >
- Operations and Events >
- Online services >
- Related links >
- Diversity >
- About Us >
- Your Right to Information >
- Warwickshire Against Crime >

Enter query here

SEARCH

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and [accessibility policy](#)

Google Translate

Select Language

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**I need help or advice:**

Please choose a topic...

CONTACTING WARWICKSHIRE POLICE

- E-MAIL
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IN AN EMERGENCY DIAL **999**

**Warwickshire says no to domestic abuse**

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- 06/01/2010 - Extreme concern for vulnerable missing person
- 06/01/2010 - Police warn of frozen lake danger
- 05/01/2010 - Eighteen months for burglar
- 05/01/2010 - Cold mornings, thick frost, a new car for an opportunist thief ?

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- Crime is falling  
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- Warwickshire Against Domestic Abuse launched
- Looking for a job?  
View the latest Police Staff Vacancies

**safer-neighbourhoods.co.uk**  
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theZone Youth Website

Warwickshire POLICE  
The authority behind the force

Warwickshire Against Crime

CRIME MAPS

Warwickshire CRIME STOPPERS  
0800 555 411

How can I help  
Matt Hamilton

# Case Studies

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**theZone**

**KIDZONE**

**TeenZone**

**AdultZone**

**features**  
[Meet Toby, Warwickshire Police's first passive drugs dog!](#)

**features**  
[Have your say in the Value the Vote survey!](#)

**features**  
[Want to talk to your kids about sexual health?](#)

enter KidZone ➡

enter TeenZone ➡

enter AdultZone ➡

# Case:



AARHUS UNIVERSITET

- Selected TYPO3 and decided to work with small integrator while building their own implementation skills
- Attended TYPO3 conference and actively participates in community

Janus Boye

# Case Studies

## Why did we decide on Open source

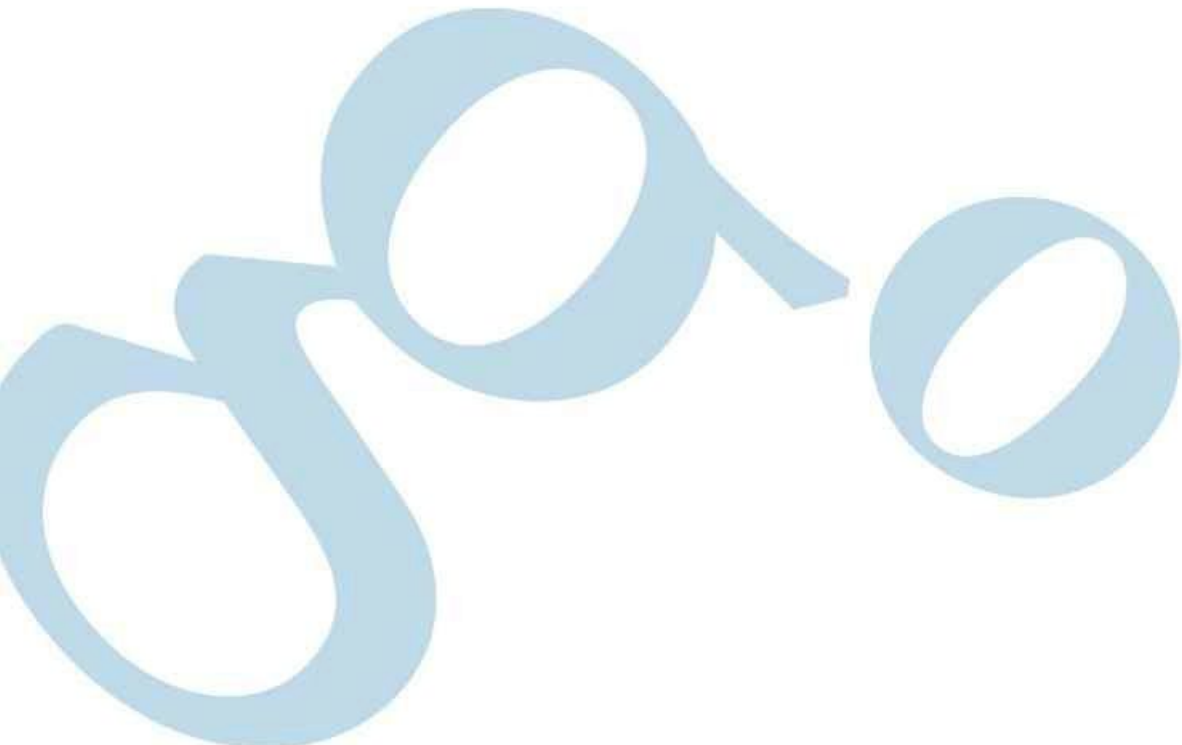
- Expended the use of Open source solution where/when it was a best fit
- Fitted our vision of start small / think big with low entry costs
- Ability to define support/development model that fit the specific product/project leveraging the open source ecosystem



Francoise Mounier



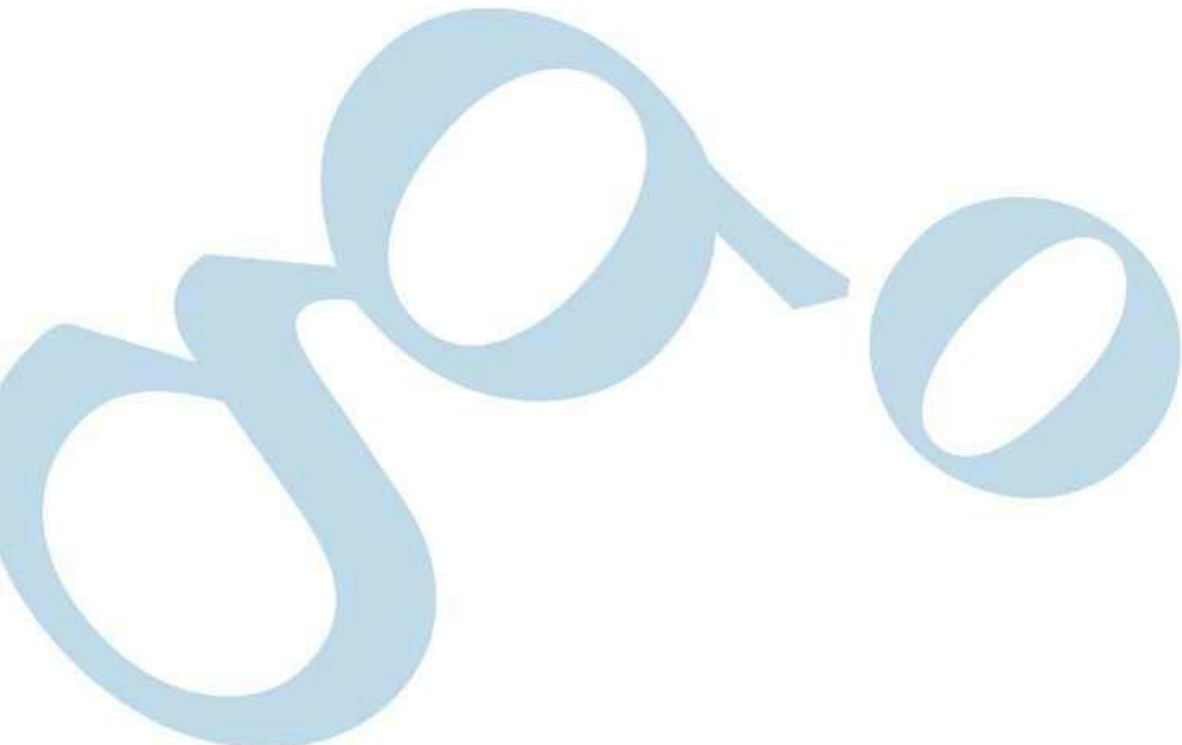
**LOW UP-FRONT  
COST**





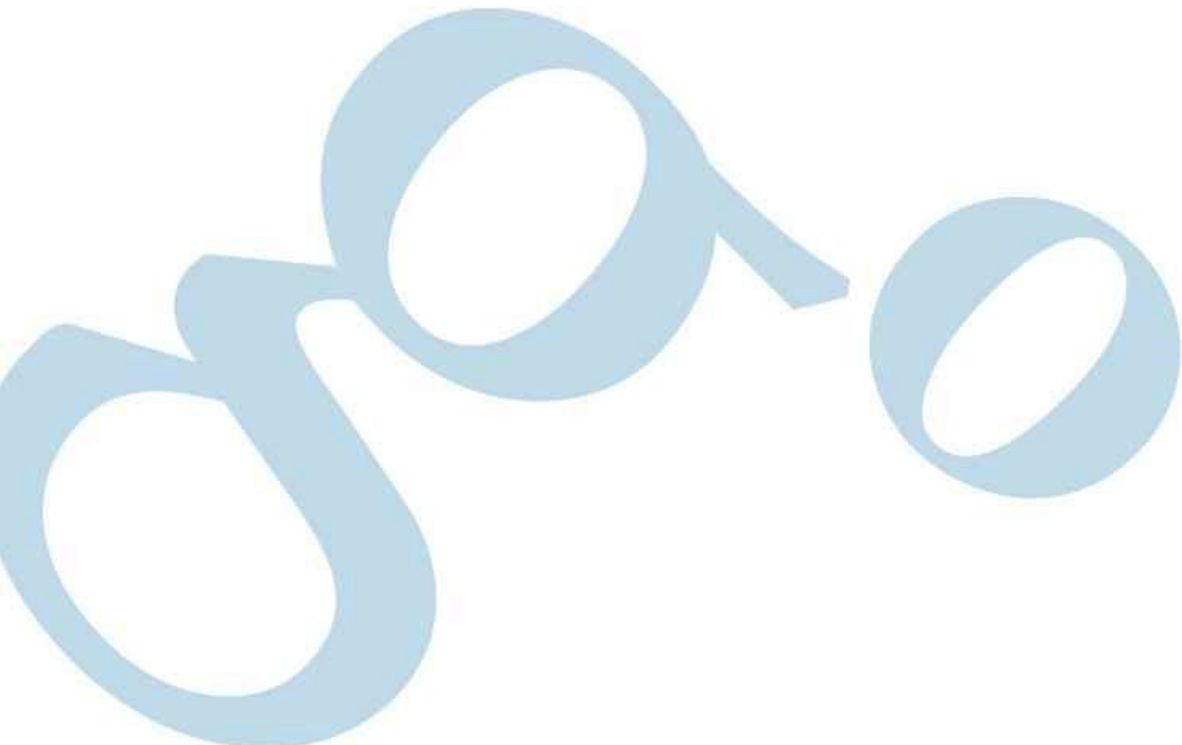


**EASIER TO  
WORK WITH**





**DEMONSTRATES  
OPENNESS**



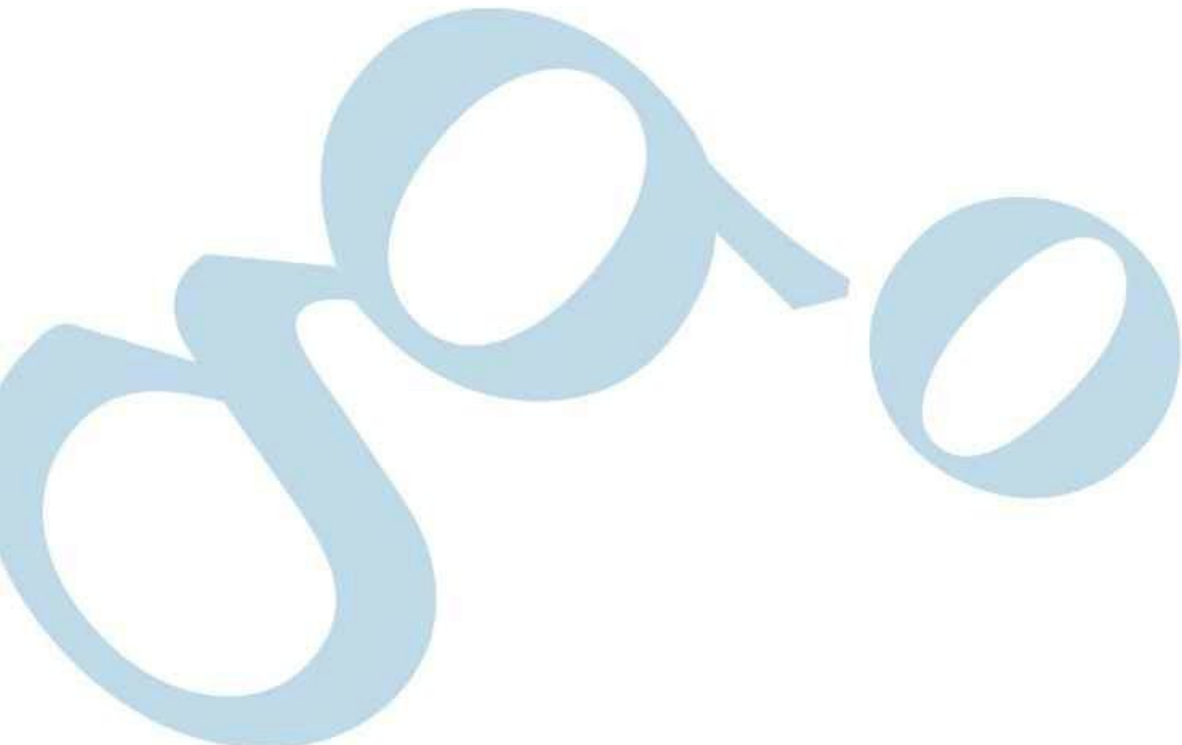
# Demonstrates Openness?



Mike Davis

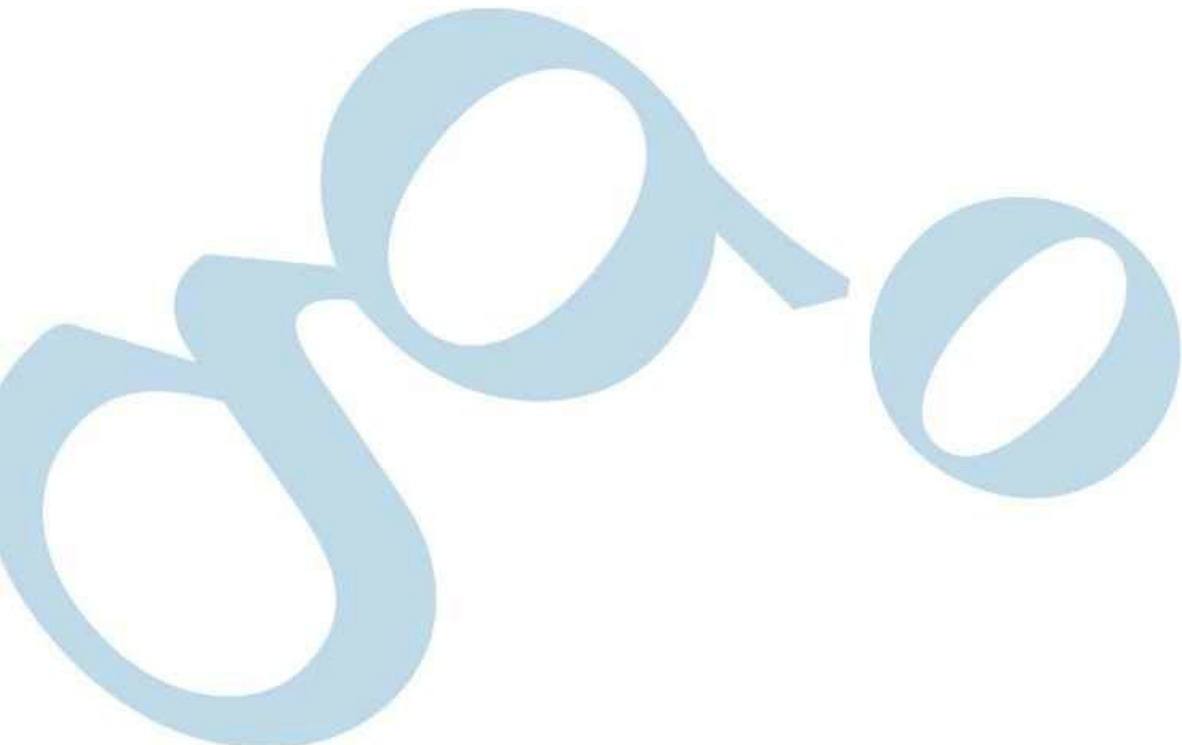


# MISUNDERSTAND COSTS



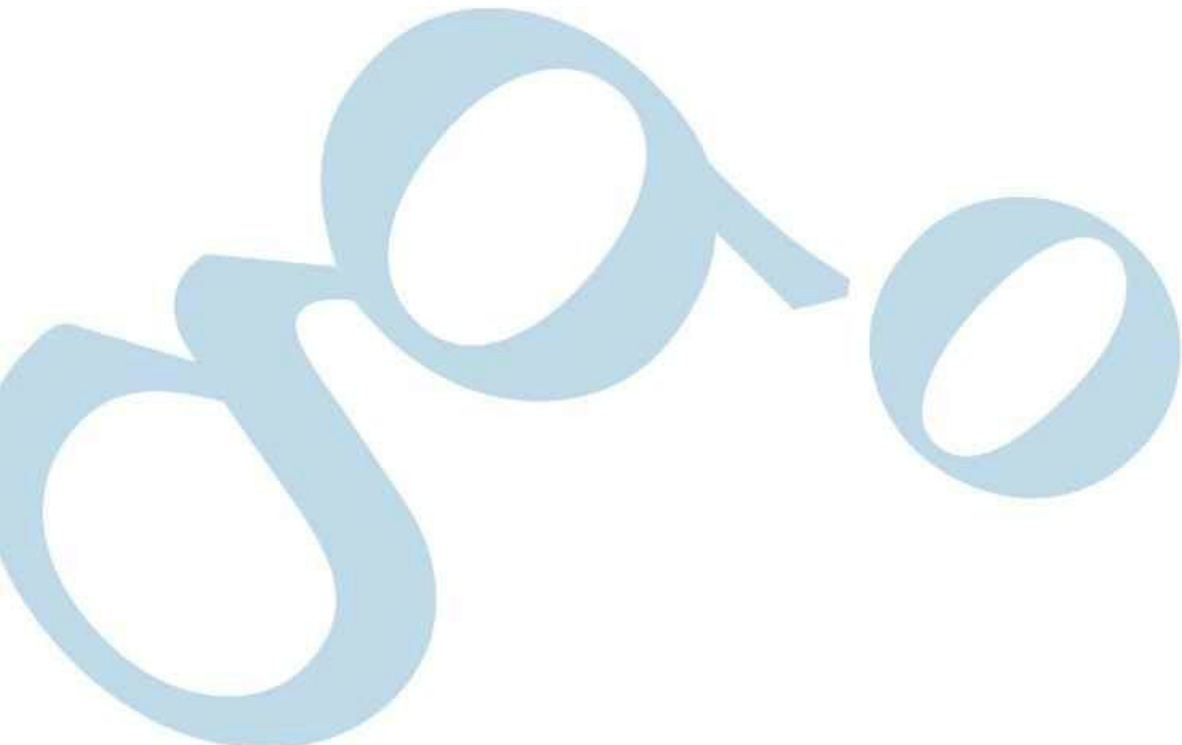


# MISPERCEPTION



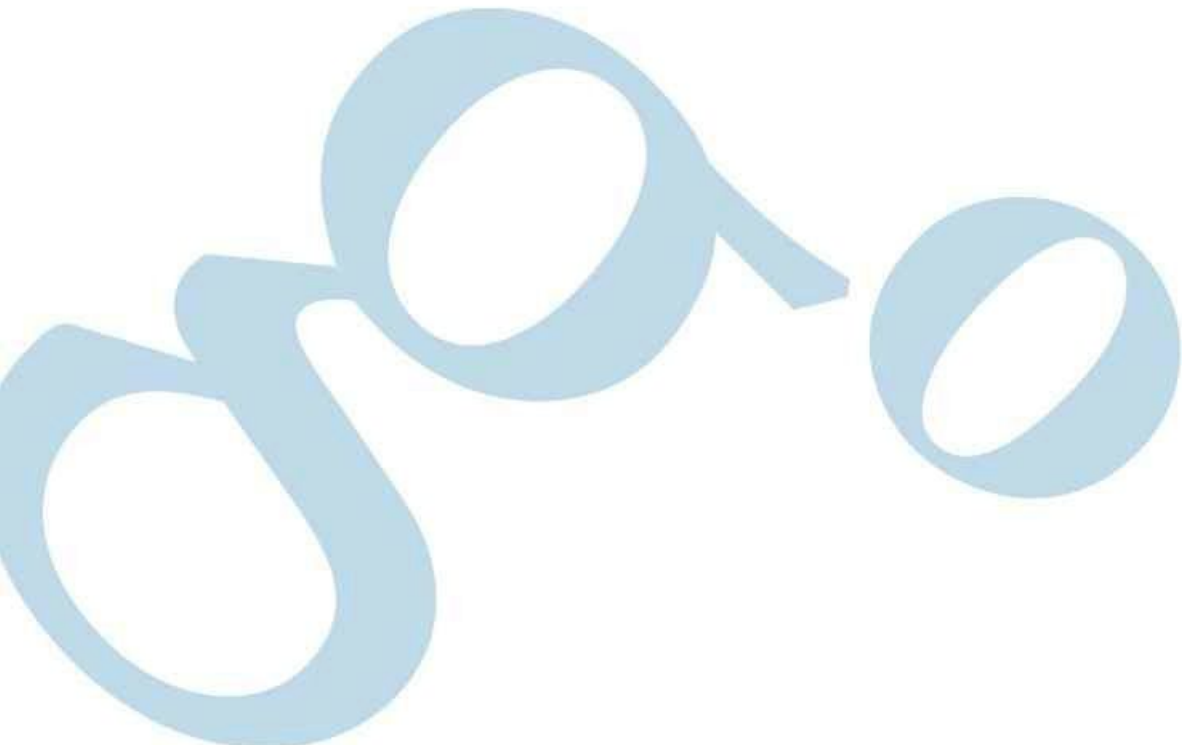


# **MISMATCHED SCALE**



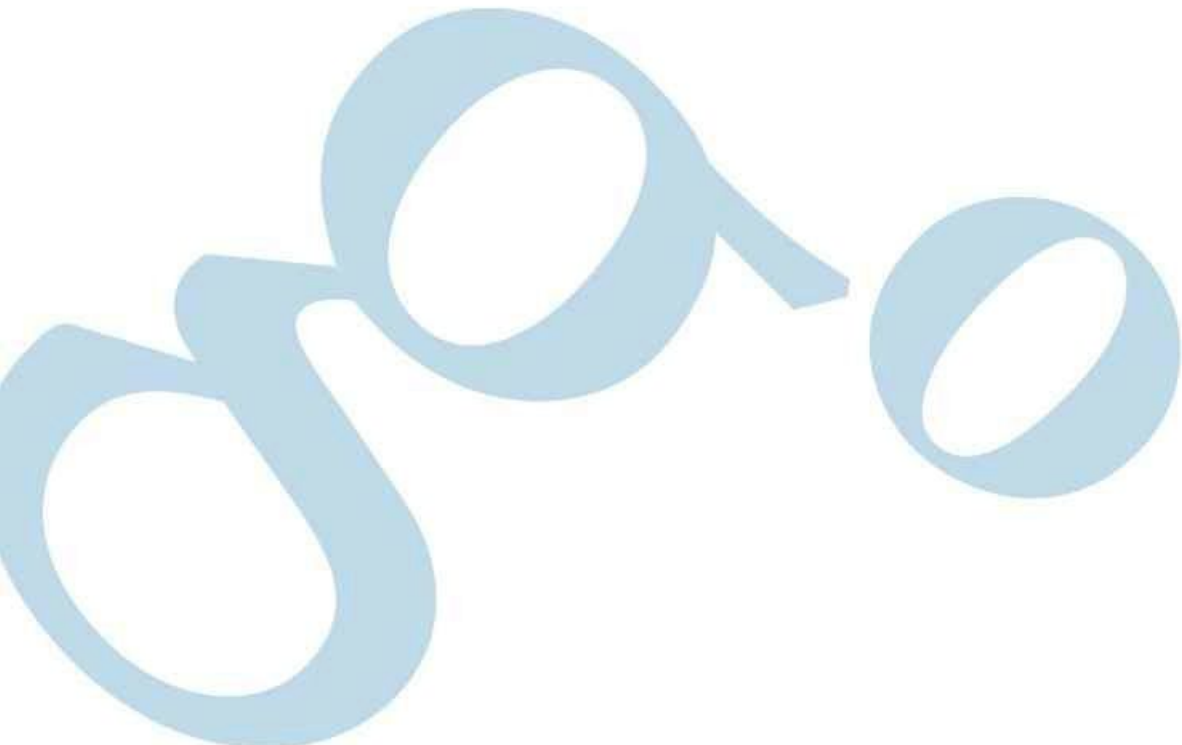


# **PROCUREMENT MODEL IS BROKEN**

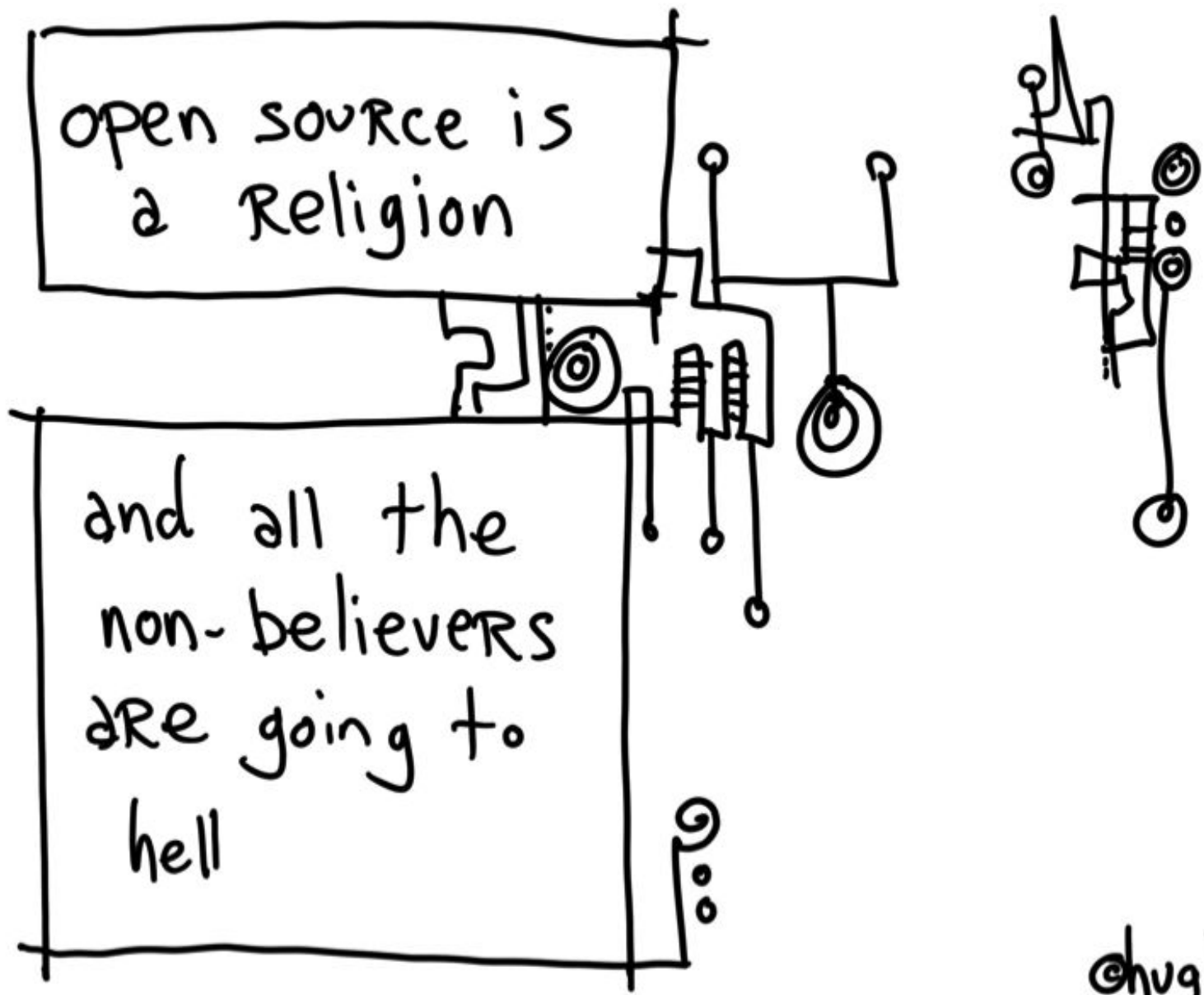




# UNREASONED DECISIONS







chugh

# Conclusion – OSS offers a range

- All OSS is not the same
  - Range of quality
  - Range of capabilities
- Choose carefully
  - Focus on the problem, not the technology
  - Scenario-based selection process
- **No different to proprietary software...**

# Conclusion – Look beyond licence £

- People underestimate other costs
  - Untangling content ownership
  - Migrating content
  - Design
  - Change management
- Team, not technology, creates success
- **No different to proprietary software...**

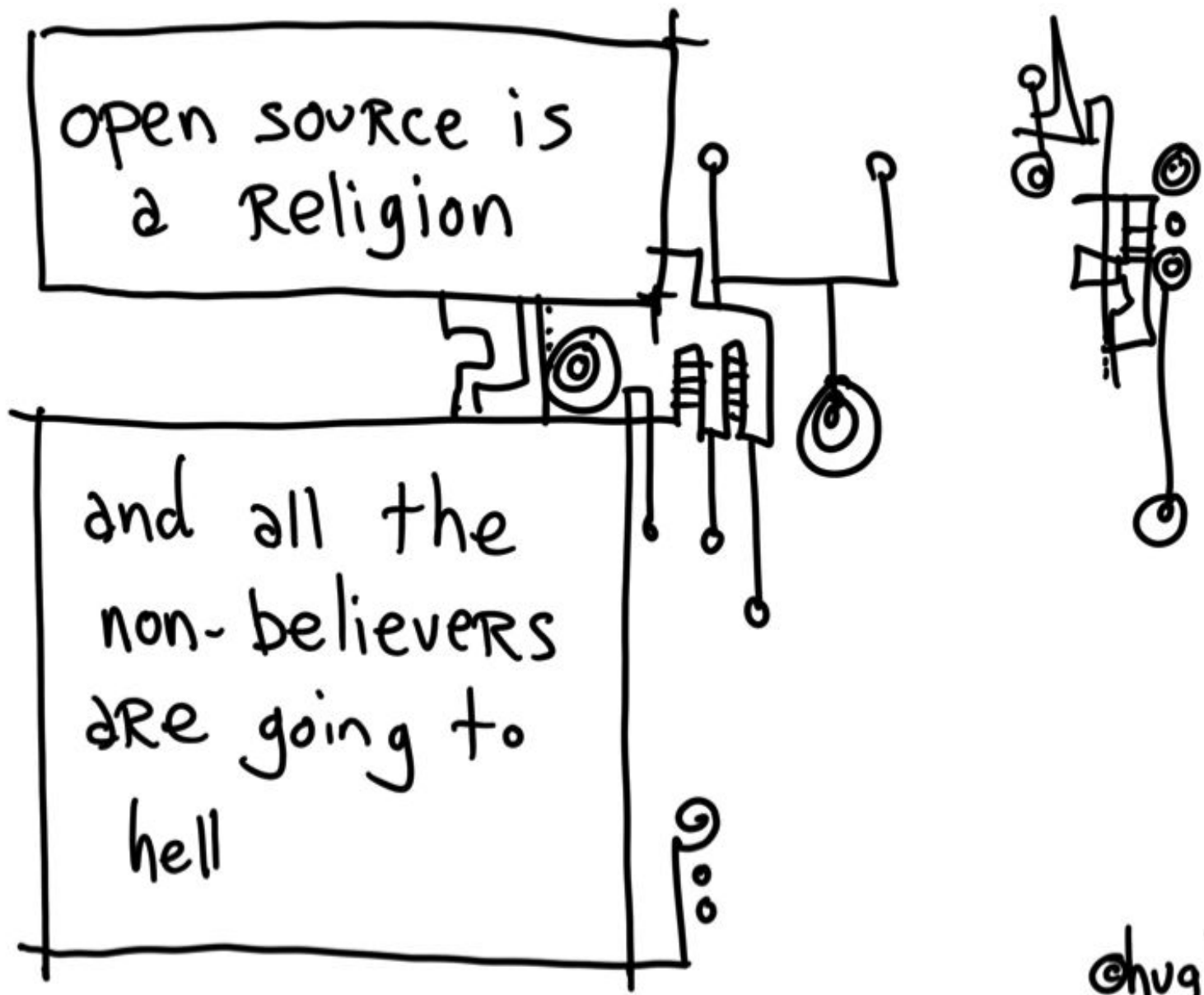
# Conclusion – Supports evolution

- OSS aligns well to evolutionary delivery
  - Try before you buy
  - Agile & Lean development models
  - Innovation & exploration
  - Buy knowledge to reduce risk
- This is best practice for software dev anyway
- **Very different to proprietary software...**
  - Licence fees bring costs forwards
  - Model incents large programmes (justify upfront cost)

# Conclusion – Procurement

**Public Sector model has unintended  
consequences**

(It's possible to compare OSS & Proprietary software, but you need a carefully planned procurement to give equal weight to very different business models.)



chugh

# **HOW DIFFERENT IS THE PUBLIC SECTOR?**



**REDUCE COSTS**

**ENGAGE STAKEHOLDERS**

**PUBLIC SECTOR**

**DRIVE INNOVATION  
& AGILITY**



**REDUCE COSTS**

**ENGAGE STAKEHOLDERS**

**Private SECTOR**

**DRIVE INNOVATION  
& AGILITY**

**REDUCE COSTS**

**ENGAGE STAKEHOLDERS**

**Non-profit SECTOR**

**DRIVE INNOVATION  
& AGILITY**

**REDUCE COSTS**

**ENGAGE STAKEHOLDERS**

**OPEN SOURCE**

**DRIVE INNOVATION  
& AGILITY**

**REDUCE** up front cost & risk

**ENGAGE STAKEHOLDERS**

**OPEN SOURCE**

**DRIVE INNOVATION  
& AGILITY**

**REDUCE** up front cost & risk

**Underpins most social media**

**OPEN SOURCE**

**DRIVE INNOVATION  
& AGILITY**

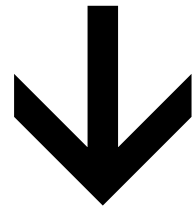
**REDUCE** up front cost & risk

**Underpins most social media**

**OPEN SOURCE**

**Supports low cost  
experimentation**

**Information  
Scarcity**



**Information  
Overload**



[graham@grahamoakes.co.uk](mailto:graham@grahamoakes.co.uk)

