



Successful Change to Open Standards and Open Source

Change Management at the German Federal Foreign Office

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The outset

- ▶ Year 2000: No or minor networking between headquarters and embassies (no e-mail !), users worldwide frustrated
- ▶ IT department proposed 50 Mio Euro project
- ▶ Request for money rejected (due to federal budget restraints and to high demands)
- ▶ Alternative proposal: use open standards, open source and internet technology instead of proprietary software and line encryption
- ▶ New proposal approved: 17 Mio Euro project (2002/2003)

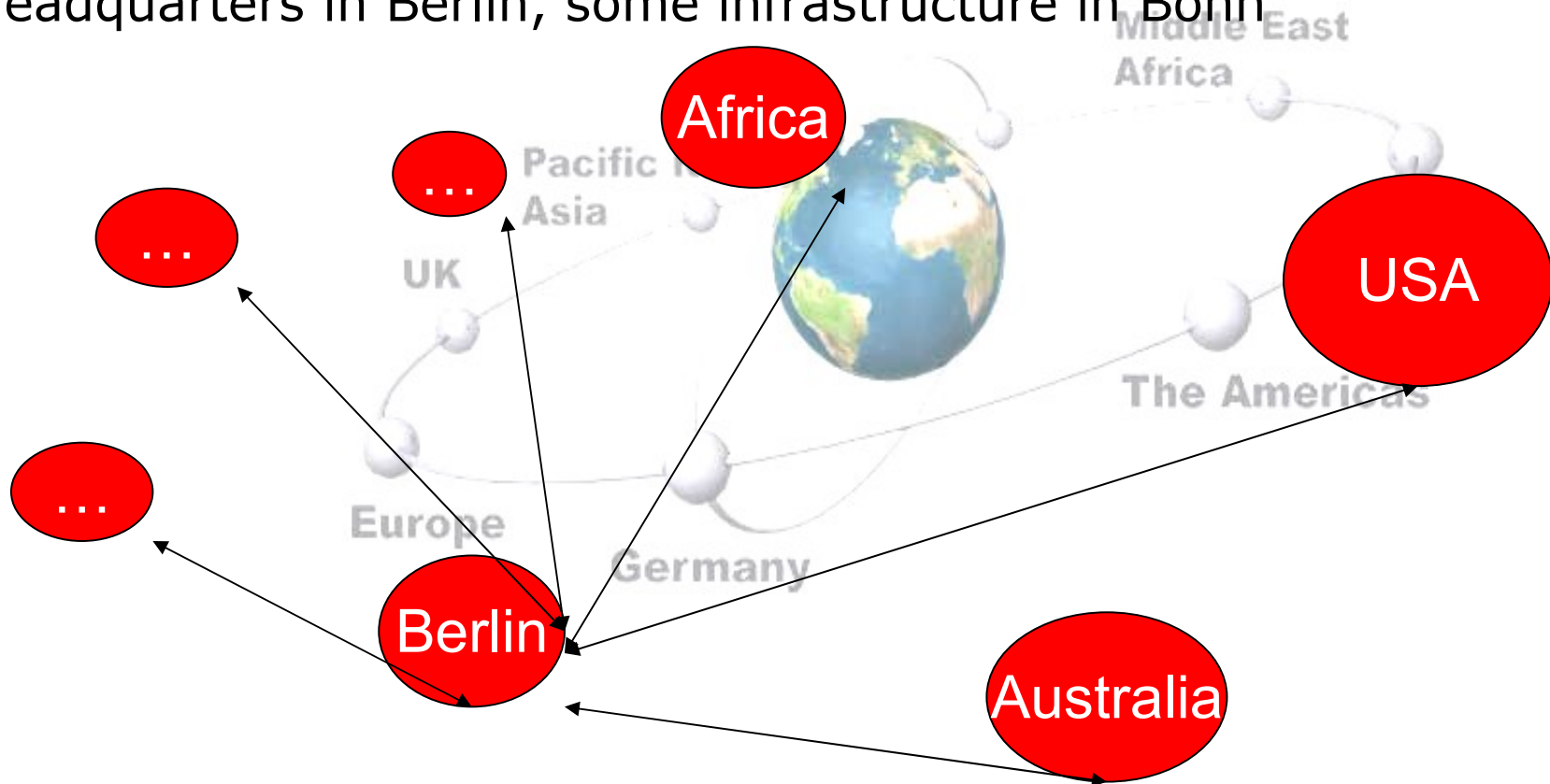




Volume and structure

More than 220 German Embassies, Consulates and Representations

Headquarters in Berlin, some infrastructure in Bonn





First step: define strategic goals and get them signed off

- ▶ Interoperability through strict implementation of open standards
- ▶ Financial sustainability by reducing dependency on product cycles
- ▶ Increase cost efficiency by using products and services that do have competitors
- ▶ Secure your investment: aim for scalability and modularity
- ▶ Minimize complexity



Second step: how to pursue the strategy

- ▶ Change training for IT personnel from proprietary to open technologies (no additional training, only different content)
- ▶ When hiring new IT staff ask for the right qualifications; you will be surprised what highly motivated and qualified people you get
- ▶ Use Linux and Open Source in the backend
- ▶ Use web technology: get rid of makros and databases on desktops (e.g. Access)
- ▶ Install Open Office on each Windows desktop
- ▶ Train users in OpenOffice instead of training for MS Office
- ▶ Then make OpenOffice the default office suite



Avantgarde or isolated ?

- ▶ Help create jobs and innovation for SME
- ▶ Enjoy choice
- ▶ Get more value for your money
- ▶ Problems: lock-in, Outlook addicts and macros, calendar, mobile sync
- ▶ Who else is doing this ?
- ▶ Always remember: Only dead fish swim with the stream



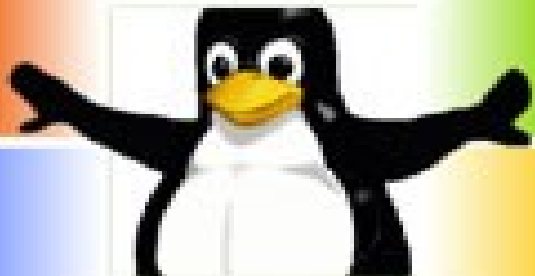


The business case: TCO, who benefits ?

AA	BMI	BMF	BMWi	BMU	BMZ	BMBF	BMJ	BMVBS	BMVg	BMFSFJ
05 01/03	06 01	08 01	09 01	16 01	23 01	30 01	07 01	12 01	14 01	17 01
5.985	1.406	1.788	779	303	364	1.521	414	400	1.000	240
2.165	41	1.672	88	322	636	0	592	0	660	0
270	516	253	200	65	49	200	149	210	300	103
1.186	4.471	4.079	1.599	1.510	965	1.055	1.089	1.273	1.500	1.015
4.285	5.670	3.264	2.236	250	517	2.022	430	3.559	1.000	727
13.891	12.104	11.056	4.902	2.450	2.531	4.798	2.674	5.442	4.460	2.085
11.765	1.280	1.945	1.840	725	560	960	745	1.530	3.350	410
1,181	9,456	5,684	2,664	3,379	4,520	4,998	3,589	3,557	1,331	5,085
3.796	759	1.368	727	269	376	1.485	423	437	1.280	176
1.341	6	763	86	503	468	0	81	0	213	1
225	454	79	100	73	36	206	55	113	243	22
1.615	3.576	3.651	1.784	2.019	1.076	502	814	1.264	1.702	1.260
4.172	4.673	7.374	1.433	88	1.103	1.470	534	3.908	3.808	1.058
11.149	9.468	13.235	4.130	2.952	3.059	3.663	1.907	5.722	7.246	2.517
11.825	1.340	1.900	1.790	720	550	925	700	1.520	3.345	410
0,943	7,066	6,966	2,307	4,100	5,562	3,960	2,724	3,764	2,166	6,139



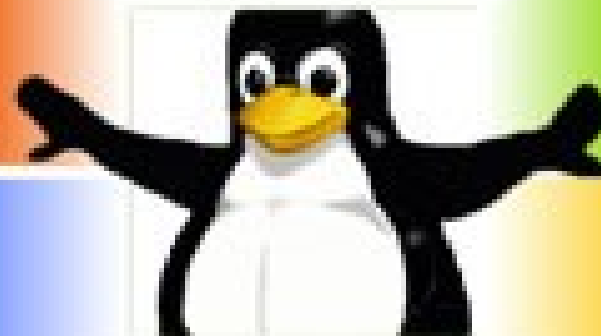
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