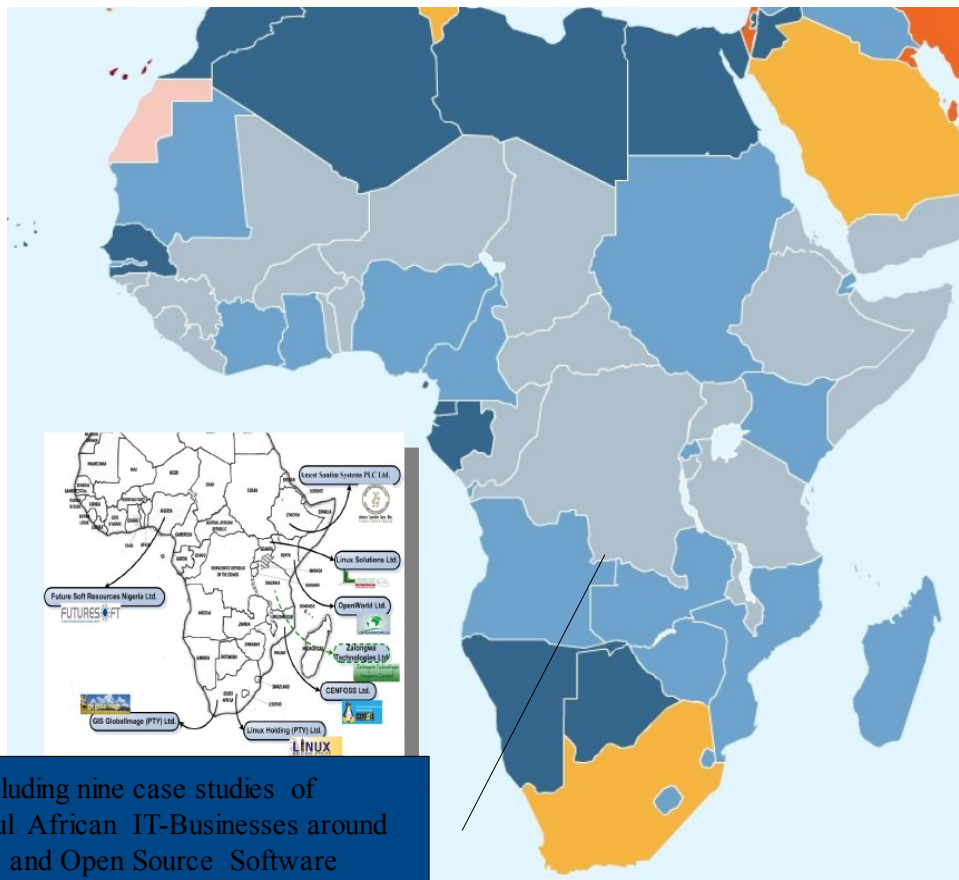


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MODULE 1: INTRODUCTION TO EMERGING FOSS BUSINESS MODELS

Assignments and Answers

TASK

List down the names of 10 organizations/companies using FLOSS in your country.
Also provide their website addresses and the names of the FLOSS products they are using.

Some examples from participants:

Kenya:

1. Strathmore University - www.strathmore.edu
Product/s: Linux, Moodle, also using rsmart Quali Financial systems
2. Alliance Technologies - www.at.co.ke
Product: Open Source Software Solutions and supplies an ERP, Alfresco for Document Management
3. Linux Solutions – www.linuxsolutions.fr
Product: using GNU/Linux for Mail Server Installations
4. Camara - www.camara.ie
Product: Linux(Camarabuntu), Moodle and using Linux Edubuntu
5. Adept Systems - www.adeptsys.biz
Product: LINUX - MIFOS – Microfinance Information Management System released under Apache v2.0 public license
6. Government Information Technology Services – www.treasury.go.ke
Products: Various FOSS Solutions in Government including Joomla, Collaboration Software and Linux Servers for mail.
7. Open World - www.openworld.co.ke
Product: Linux, Apache, MySQL, and Perl, Python/PHP and offer FOSS training to Clients
8. Institute of Software Technologies - www.isteducation.com
Product/s: Linux, Solaris, Java, MySQL(Training)
9. Mumias Sugar Company - www.mumias-sugar.com
Product: Linux (Server side)
10. Magadi Soda Company - www.magadisoda.co.ke
Product: Linux (Server side)

Name of institution	Product Used	Website
Kenya Coast Polytechnic	Website made in Joomla	Kenyacoastpoly.ac.ke
Strathmore University	Training in various FOSS products Campus Management system E learning System	strathmore.edu

Catholic University	Campus Management System	Cuea.edu
Mombasa Technical Training Institute	Learning Management System (modified Moodle) (In trial mode)	Kenyacoastpoly.ac.ke
Kaloleni Redeemed Gospel Church primary school	Laboratory computers on Linux Susse	N/A
K24 broadcasting station	Laboratory computers on Linux Susse	K24.co.ke
Kenya Television Network	Using Linux OS	Ktnkenya.tv
openworld	IT solutions based on FOSS	Openworld.co.ke
Braeburn schools	Elearning system (Moodle)	Elearning.braeburn.ac.ke
Daystar university	Elearning system (Moodle)	Elearning.Daystar.ac.ke
University of Nairobi	Elearning system (Moodle)	Elarning.UONBI.ac.ke
Kenya Network Information Center	FOSS usage and Advocacy	Kenic.or.ke

South Africa:

ORGANISATION	WEBSITE ADDRESS	FLOSS PRODUCTS USED
Molemi NGS	www.molemings.co.za	Ubuntu, OpenOffice,
FNB	www.fnb.co.za	Linux, Xoops, Jasper Reports
Sanlam	www.sanlam.co.za	Open Unix
CECS	www.cecs.org	OpenWorkbench, OpenOffice, TurboCash, Joomla
Sun Microsystems	http://za.sun.com/	Solaris OS, but also provides links to other FLOSS products for example, Netbeans, OpenOffice, GlassFish etc
Gijima ST	www.gijima.com	Not specific but offer systems intergration including Open Source to clients
Department of Science and Technology	www.dst.gov.za/	Plone CMS
Monash South Africa	www.monash.ac.za	Linux
SystemicLogic	www.systemiclogic.co.za	Linux SUSE, OpenOffice, Xoops, WordPress
Council for Scientific and Industrial Research	www.csir.co.za/	OpenOffice

Uganda:

No	Organization	Website	FLOSS Products used
1	Parliament	www.parliament.go.ug	Linux, OpenOffice
2	Ministry of Water and Environment	www.mwe.go.ug/	Linux, OpenOffice
3	Ministry of Lands, Housing & Urban Development	http://www.mlhud.go.ug	Linux, OpenOffice
4	Ministry of Tourism, Trade and Industry	http://www.mtti.go.ug/	Linux, OpenOffice,
5	Civil Aviation Authority	www.caa.co.ug	Linux, OpenOffice
6	Uganda Carbon Bureau	www.ugandacarbon.org/	Linux, OpenOffice
7	Makerere University	www.mak.ac.ug	Linux, OpenOffice, MySQL
8	Uganda Martyrs University	http://www.fiuc.org/umu	Linux, OpenOffice, Oracle
9	Diamond ICT	http://diamondict.com/	Linux, OpenOffice, IPCop Server, Mozilla Firefox, Mozilla Thunderbird
10	East African Center for Open Source Software	www.eacoss.org	Linux, OpenOffice, Joomla!

Tanzania

		Website	Products
1	Arusha Node Marie/AFAM Ltd	www.habari.co.tz	Fedora/Redhat, FreeBSD and Ubuntu
2	ITFARM	www.itfarm.co.tz	SquirrelMail
3	Zalongwa	Zalongwa.com	Ubuntu Desktop, V-tiger, OpenOffice
4	Vodacom Tanzania Limited	www.vodacom.co.tz	MySQL
5	Hubert Kairuki Hospital (Mikocheni)	http://www.hkmu.ac.tz	Care2X
6	St. John's University - Dodoma	http://www.sjuat.ac.tz/	Edubuntu
7	The Parliament of Tanzania	www.bunge.go.tz	SquirrelMail, Centos OS
8	DataVision	www.datavision.co.tz	SquirrelMail, MySQL, PHP
9	Tri Labs	www.trilabs.co.tz	Ubuntu, PHP
10	University Computing Center Ltd	www.ucc.co.tz	Ubuntu Server (OS), SquirrelMail, MySQL Database, Thunderbird, OpenOffice, PHP, Care2x

No.	Organizations/Companies	Website Address	FLOSS products used
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1	Tanzania Commission for Universities (TCU)	http://www.tcu.go.tz/	MySQL
2	University of Dar es Salaam (UDSM)	http://www.udsm.ac.tz	1. KiLiNuX - is an exclusive open source software project which translates OSS products like Linux into local Kiswahili language 2. UDSM uses FOSS based software to manage its student records known as ZALONGWA
3	National Council of Technical Education (NACTE)	http://www.nacte.go.tz	open Source database management system, MySQL
4	National Examination Council of Tanzania (NECTA)	http://www.necta.go.tz	NECTA is investing in Linux Servers and has already trained its systems administrator on working with LAMP (Linux, Apache, MySQL, and PHP) systems
5	Bank of Tanzania (BoT)	http://www.bot.go.tz	Linux
6	Geodata Consultants Limited	http://geodata.co.tz	MySQL
7	Simba Technology Ltd	www.simbatechnology.co.tz	Open Text, Java, PHP, Apache
8	Computertech solutions (T) Ltd.	www.cts.co.tz	Web hosting, Servers
9	SCI (Tanzania) Ltd	www.scitz.com	Accounting, Human Resource & payroll software, Time & Attendance Solutions, Hotel & Restaurant Software using Linux
10	College of Business Education (CBE)	www.cbe.ac.tz	Apache (Server), redhat, Mozilla firefox, openoffice.org

Ethiopia:

No	Name of Organization	FLOSS Product being used	Address
1	St. Mary's University College	Ubuntu, Fedora, JCreator, Eclipse, Mozilla Firefox, Vertrigo Server, Apache, MySQL, eMule	www.smuc.edu.et
2	eVentive LLC	Java, Eclipse, MySQL, Postgresql, Oracle 10g, Vertrigo Server	www.eventivellc.com
3	Hebesha PLC	Joomla, Apache, MySQL, Ubuntu	www.habesha.com

4	Development Bank of Ethiopian	Zimbra, Orange HRM, Greenstone, Koha, Joomla, Wireshark, Azurus/Avu, Adaptive Planning Express	www.dbe.com.et
5	Ethiopian Ministry of Finance & Economic Dev't	Ibex financial management system	www.mofed.gov.et
6	Addis Ababa University	Greenstone, Zimbra, JCreator, Eclipse, Vertrigo Server, Koha, MySQL, Apache	www.aau.edu.et
7	OraTech Consulting	Joomla, Eclipse, Wireshark, Koha, Ubuntu, Vertrigo Server, MySQL	http://www.oratech-consulting.com/
8	Hilcoe School of Computer Science	Joomla, JCreator, MySQL, Apache, Vertrigo, Eclipse, Moodle	www.hilcoe.edu.et
9	Taby Engineering	Moodle, Ubuntu, Joomla	www.tabyengineering.com
10	ILRI	Moodle	www.ilri.org

MODULE 2: AFRICAN FOSS BUSINESS MODELS: CASE STUDIES

Assignments and Answers

TASK

Use the template below to interview a FLOSS-based company in your country.

Some examples from participants

Company Name:..Mount Batten..... Country:Uganda..... Year Founded.2005..... Website:. ... Services offered: Software customization & Website hosting.....	
Section 1: Outlook and Experience report	<p>Q1. When was you company founded and how many people are employed by your company?</p> <p>This company was founded in 2005, by one person with the support of another and a pool of consultants who were willing to make time when work was available.</p> <p>Q2. In your years of operation, what problems (e.g. getting start-up capital, getting loans to finance some aspects your activities, building a client base, hiring employees, finding office space, getting company documents, etc.) have you encountered? AND possible solutions</p> <p>We worked from a home living room and did not consider looking for capital because we knew we would not qualify.</p> <p>Q3. Looking at other companies (in and outside your country) who may be offering similar services as you do, what would you say works well for your company?</p> <p>We customize and continue to support the client until they are fully comfortable sometimes this takes a year and more, our pricing is also competitive and our overheads are very low.</p> <p>Q4. What is your advise for someone building business around open source software in Africa in general, and your country in particular?</p> <p>They should ensure they start at a very low cost because income is not made instantly, it may have to be spread over time and several clients. The financial institutions are also not interested in financing this area. Lastly it requires a lot of technical skills.</p>
Section 2: Revenue generation	<p>Q5. Which services (e.g. training, marketing, technical support, hosting and software development, consultancy, etc.) is your company offering</p> <p>Software customization including</p> <ul style="list-style-type: none"> - website - Client management - Maps

	<p>- Other database applications - Hosting websites, mail and databases</p> <p>Q6. Which of the services in Q5 is generating more income for your company?</p> <p>- hosting - website development & training</p> <p>Q7. What is the annual turnover for each of the service sectors?</p> <p>200,000 to 250,000 USD</p> <p>Q8. What are some of the difficulties, if any, you face in getting paid for the services you offer?</p> <p>Our services are least important in this part of the world (Africa)</p>
<p>Section 3: Service line and FLOSS motivation</p>	<p>Q9. What is the motivation for going into open source as a major business?</p> <p>I like being able to customize software and making additions that suit my needs, and being in control of providing what the client needs.</p> <p>Q10. Are you developing new products (software and/or training materials) or customizing existing open source solutions (bespoke software) to fit your customers' needs?</p> <p>Yes cafe management software</p> <p>Q11. What are some of the strategies you use to market your products and services?</p> <p>Client recommendations and referrals</p> <p>Q12. Who are your most prolific customers and the types of services they request most?</p> <p>Private medium size organizations, schools and civil society organizations asking for websites, database applications & records management.</p> <p>Q13. Are you localizing (translating into local languages) some of your products?</p> <p>Yes mostly web browsers</p> <p>Q14. How would you describe your company, "pure open source company" developing, distributing and providing services around open source software or a "hybrid company" developing, distributing and providing services around both open source software and proprietary software?</p> <p>Purely open source – I am an open source software advocate</p> <p>Q15. What are some of your business plans for the next few years to</p>

	improve the competitive standing of your company? I will not be able to tell you that now.
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Company Name: Linux Solutions..Ltd.....
Country: Uganda..... Year Founded.....2000.....
Website: www.linuxsolutins.co.ug..... Services
offered: SOFTWARE AND HARDWARE SALES.....

Section 1: Outlook and Experience report	<p>Q1. When was your company founded and how many people are employed by your company?</p> <p>It was founded in 2000 and employs 10 people</p> <p>Q2. In your years of operation, what problems (e.g. getting start-up capital, getting loans to finance some aspects of your activities, building a client base, hiring employees, finding office space, getting company documents, etc.) have you encountered? AND possible solutions</p> <p>1. . Getting start up capital: The company had to rely on revenue generated. Linux solutions started small and used little savings as a start up capital with an intention of generating the revenue from services and capitalizing the company. It started with few employees and for market purposes, it relies on the private sector (business people) who come up through networking and talking to them one by one. Basically unlike other businesses where you find a leveled market with open source it has to be built.</p> <p>(a) Building a client base with open source only. i.e. sticking to the vision could not work in a country where proprietary software is dominating. This called for flexibility by providing both software's and clients migrated at a slow pace after realizing the benefits.</p> <p>(b) Hiring employees full time was not easy so it had to contact external consultants when needed.</p> <p>Q3. Looking at other companies (in and outside your country) who may be offering similar services as you do, what would you say works well for your company?</p> <p>Offering quick support and being able to address customer's needs as they arise.</p> <p>Q4. What is your advice for someone building business around open source software in Africa in general, and your country in particular?</p> <p>I would advise to Diversify</p>
Section 2: Revenue generation	<p>Q5. Which services (e.g. training, marketing, technical support, hosting and software development, consultancy, etc.) is your company offering</p> <p>Software development, Technical support, training, consultancy and marketing.</p>

	<p>Q6. Which of the services in Q5 is generating more income for your company?</p> <p>SOFTWARE DEVELOPMENT.</p> <p>Q7. What is the annual turnover for each of the service sectors?</p> <p>Aproximently \$2,500</p> <p>Q8. What are some of the difficulties, if any, you face in getting paid for the services you offer?</p> <p>Payments for services are poor one has to devise a mechanism of getting advance payment at the time of entering a contract.</p>
<p>Section 3: Service line and FLOSS motivation</p>	<p>Q9. What is the motivation for going into open source as a major business?</p> <p>Customization, affordability of the software and stability.</p> <p>Q10. Are you developing new products (software and/or training materials) or customizing existing open source solutions (bespoke software) to fit your customers' needs?</p> <p>Yes CUSTOMIZING AND TRAINING.</p> <p>Q11. What are some of the strategies you use to market your products and services?</p> <p>networking, talking to clients one on one, participating in workshops</p> <p>Q12. Who are your most prolific customers and the types of services they request most?</p> <p>SMEs, Universities for education purposes. Many customers request for support.</p> <p>Q13. Are you localizing (translating into local languages) some of your products?</p> <p>Not really we started but never took off as expected.</p> <p>Q14. How would you describe your company, "pure open source company" developing, distributing and providing services around open source software or a "hybrid company" developing, distributing and providing services around both open source software and proprietary software?</p> <p>HYBRID COMPANY.</p> <p>Q15. What are some of your business plans for the next few years to improve the competitive standing of your company?</p> <p>EMPLOYEE SKILLED TECHNICAL WORKFORCE, IMPROVE ON BRANDING, CATER FOR CUSTOMER NEEDS AND MEANS OF SATSFYING THEM.</p>

Company Name: **Joseph Neusu** Country:
Year Founded: Website:
Services offered:

Section 1:
Outlook and
Experience report

Q1. When was your company founded and how many people are employed by your company?

The company began in July 2001. I started as a sole consultant providing application development services using open source components to build bespoke solutions to my customers' needs. Over the next 8 years the company slowly grew to the point where we now employ 10 people.

Q2. In your years of operation, what problems (e.g. getting start-up capital, getting loans to finance some aspects your activities, building a client base, hiring employees, finding office space, getting company documents, etc.) have you encountered? AND possible solutions

This is question one could write a book on! I will try and briefly give an overview of what I believe to be the most important lessons. The lessons can be divided into two parts,

- general business lessons and,
- technical lessons.

In certain respects, the business lessons are not particular to an open source based company but rather more general. One should always ensure that you have contracts in place for any work undertaken and one should set-up internal processes for revenue collection, including setting up processes for collecting bad debt, account payments and customer query resolution. There are tons of open source solutions out there for these problems, so one can actually build their business systems using the very products for which they will sell services to other companies!

Besides putting general business systems in place, just as customers are careful in selecting their suppliers, a business should be careful in selecting its customers. Not all customers or potential customers are equal and you need to ensure your limited resources are spent on those leads and customers who are more likely to be with you in the long-term. In many cases, the most demanding customers are also those who are always trying to knock down your fees. It is best to define an exit strategy with these customers which enables one to leave without any break-down in the relationship.

When it comes to raising capital, one faces the challenges that any small businesses faces. Typically access to finance, even those aimed at SMEs, is difficult because one needs to find the time and understand the processes behind raising capital. More often

than not, you, as the founder of the company, do not have time for this because you are busy with customers carrying out work to bring in money. Ideally, one should start a company with several partners and some money already in the bank so that you can have time to concentrate on the “bigger picture” issues, but for most small or micro companies starting out, you don’t have this luxury. Ideally, I think, one should find someone who knows how the process for accessing capital, from government or commercial institutions work to expediate the process.

As a company grows so you need to access more resources. There are three options:

- Find partners,
- Use consultants,
- Employ people

Partners would be the best to use initially because you share the risk and rewards with

them. Structuring partnerships is difficult however because, in most cases, it is about

“sweat equity” being put into the business and this can be a subjective measure and

when time are tight decining how to split the revenue coming into the business can be a source of tension. I think partnerships work best when there is an already established client base and you are looking to merge with another consultant who has a similarly sized client base and revenue. I.e you are already established somewhat.

When it comes to consultants and employees, the main issue is to find people who are competent and reliable because ultimately it is your company that is at risk and not them. This can be a difficult task for a small business as you have to compete with larger corporates. The only advice I can give is to employ good people and learn that its better to act swiftly when you made a wrong decision to employ someone, else you end up carring the extra work and cost yourself.

Q3. Looking at other companies (in and outside your country) who may be offering similar services as you do, what would you say works well for your company?

Our advantage over other companies is the breadth of services we provide and our knowledge about niche applications and solutions such as Asterisk PBX.

Q4. What is your advise for someone building business around open source software in Africa in general, and your country in particular?

The biggest challenge in Africa is the shortage of skills in IT in general and open source in particular. In addition there is the need to inform the public and business about open source and its solutions.

Section 2:
Revenue generation

Q5. Which services (e.g. training, marketing, technical support, hosting and software development, consultancy, etc.) is your company offering

	<p>We build our service offering on our general linux admin and application development skills.</p> <ul style="list-style-type: none"> ● Web Hosting, ● Firewalls, ● Mail Servers, ● Asterisk IP-PBX, ● Bespoke application development in Java and PHP <p>Q6. Which of the services in Q5 is generating more income for your company?</p> <p>The best approach is to get a balance between annuity income services, such as hosting and support contracts and once off work such as bespoke system development. Currently we are shifting away from one-off project fees to more SLA based annuity income.</p> <p>Q7. What is the annual turnover for each of the service sectors?</p> <p>I do not wish to disclose this information</p> <p>Q8. What are some of the difficulties, if any, you face in getting paid for the services you offer?</p> <p>This question relates to general business practice and to open source in particular.</p> <p>In general, one should minimise one risk when taking on a new client by getting them to sign contracts and some form of deposit up front. The risk in dealing with customer you already know is much less! You need to develop a “6th sense” when dealing with new customers as to whether you think it is a good idea to go into business with them. If you can afford it you can also implement credit checks to vet clients.</p> <p>When it comes to open source, you occasionally get customers that come to you looking for an open source solution who think open source means “free as in free beer”. It is best to avoid these customers. It is easy to identify these customers as they always expect the work to be done for ridiculously low fees.</p>
<p>Section 3: Service line and FLOSS motivation</p>	<p>Q9. What is the motivation for going into open source as a major business?</p> <p>I think most people who get involved in open source business have a duality to their motivation, which is inherent in open source software. The first is the compelling business value in open source software but there is also the developmental, empowerment side of FLOSS. The difficult trick is to try and keep these two competing tendencies balanced.</p> <p>Q10. Are you developing new products (software and/or training materials) or customizing existing open source solutions (bespoke software) to fit your customers' needs?</p>

We develop new products and customise existing one. We describe our company as an “open source solutions integrator or development company.

Q11. What are some of the strategies you use to market your products and services?

Marketing is very important but can be very expensive as well. We make heavy use of search engine optimisation and online marketing strategies, such as blogs and social media to get our marketing done.

Q12. Who are your most prolific customers and the types of services they request most?

We have developed a reputation for our Asterisk, firewall and application development skills.

Q13. Are you localizing (translating into local languages) some of your products?

Not at this point. Luckily most of the solutions already have great international support.

Q14. How would you describe your company, "pure open source company" developing, distributing and providing services around open source software or a “hybrid company” developing, distributing and providing services around both open source software and proprietary software?

Our company is more of a “pure open source company”. This may change depending on the need to bring in more revenue and if it looks like some proprietary offering will help us achieve that. Even then, however, this will just be a way to get money to finance the open source activities because this is what we enjoy the most.

Q15. What are some of your business plans for the next few years to improve the competitive standing of your company?

We need to find more skilled and reliable people and to consolidate our service and product offerings. We have been doing this for the last year.

MODULE 3: COMMUNICATING FOSS

Assignments and Answers

TASK

Question 1. Do a quick investigation in your country of residence to determine the following;

- a) Which government ministry or department leads in the use of Open Solutions
- b) State the name of the most widely used open source software within government as a whole
- c) The highest certified qualification offered by an training institutions in your country of residence

Some examples from participants

a) Government ministries are:

- MINISTRY OF EDUCATION- Makerere university, Uganda martyrs university, and Ndejje university. Also among technical institutions

- PARLIAMENT OF UGANDA

- Uganda Chambers of commerce

- MNISTRY OF HEALTY- Mulago medical training

- MINISRTRY OF ICT- POLICY AND IMPLIMENTATION DEPARTMENT.

b) State the name of the most widely used open source software within government as a whole

-The most widely used are:

-Open source and Red hat Linux, MYSQL also for databases

c) The highest certified qualification offered by an training institutions in your country of residence

-MICROSOFT IS STILL DOMINATING

a) State Information Technology Agency (SITA) www.sita.co.za

b) Ubuntu Linux is widely used especially at Council for Scientific and Industrial Research (CSIR) where desktops were migrated to the desktop version of Ubuntu.

c) RedHat Certified Engineer (RHCE) and Ubuntu Certified Professional (UCP) are widely known as de facto certifications for server and desktop versions of their respective linux distributions.

a) Ministry of Science and Technology

b) The most widely used FOSS is Linux

c) Advanced Level Linux Professional (LPIC - 2)

a) Ministry of education: because FOSS will be much more applicable in schools and Universities. Some of the universities has already started using FOSS solutions like Fedora, ubuntu

b) No specific Open source software is in use right now widely. All offices use different solutions based on their specific need

c) If the question is about Open source certification, there is no institute that gives open source certification some have tried but failed. But there are vendor specific certifications CCNP, MSCE

Question 2. Mention at least one best known active online community in your country whose objectives and activities are exclusively focused on the promotion and development of Business or ICTs in the country.

- i) Its membership
- ii) State its objectives and Activities
- iii) Brief outline of its major achievements

Some examples from participants

The Business Place is a capacity building community assisting start up South African entrepreneurs launch their businesses. The Business Place combines powerful online presence with a network of walk-in centres for entrepreneurs furnished with relevant support and information services clustered under one roof. The website has a feature called *Business on the Move* which features success stories of entrepreneurs assisted by the community. The Business Place is also expanding and intends to spread its branches across the Southern African region.

Membership

The Business Place's focus is strong on South African youth particularly the previously disadvantaged people of colour. However membership is not exclusive. Anyone who wants to start or grow a small business or micro enterprise can be served.

Objectives and Activities

The Business Place assist with the "know how" for anyone intending to start, improve or expand a business. The following are the primary objectives:

- to make life easier for entrepreneurs and encourage entrepreneurship
- stimulate local business, keep people in their communities and
- assist local communities to reduce dependency on the government

Major Achievements

A study among 247 of entrepreneurs on the database in Johannesburg alone indicated the positive impact The Business Place has made since its establishment;

- the Johannesburg Branch sees an average of 5 000 visitors a month
- 79% felt that the Information Centre is friendly, accessible and helpful of the sample, 30 new businesses were started in the last year, and 103 existing businesses were assisted
- These businesses generated 311 full-time jobs and 159 part-time jobs
- Other branches report similar successes. The minimum estimated total turnover for businesses assisted is R17 784 000.

MODULE 4: INTRODUCTION TO GENERAL BUSINESS SKILLS

Assignments

TASK

- Develop an organizational profile indicating your capacity to deliver FOSS Training and Consultancy services to your target market.
- Explain at least one way a cash flow statement can be deceptive

MODULE 5: FOSS SPECIFIC BUSINESS KNOWLEDGE AND SKILLS

Assignments and Answers

Task:

Read through Mark Taylor's article on "The true cost of migrating to open source"

[\[http://www.zdnetasia.com/insight/software/0,39044822,62054142,00.htm \]](http://www.zdnetasia.com/insight/software/0,39044822,62054142,00.htm).

MODULE 6: FOSS TRAINING

Assignments and Answers

TASK

It is required that you design a national roll **plan**. The content of the plan should include:

- strategies and ideas on how to achieve this plan
- how you intend to get your participants
- qualifying participants assessment criteria
- duration of the program
- cost of training or participation fee
- number of trainers needed and their cost
- number of modules to be included in your training
- any sponsorship opportunities
- how you intend to sustain further trainings

Discuss the Case study based on the core questions discussed under FLOSS training business opportunities.

Rules: Please state (**3 maximum**) points briefly how you would have approached the same training opportunities and any two training opportunities you would like to explore as a group of trainers.

Some examples from participants:

1 Objectives and vision statement

The basic objectives of the national roll-out training are:

- To raise FOSS awareness in the Tanzanian Community
- To develop sustainable FOSS-based IT business
- To strengthen FOSS communities in Tanzania

The vision is to build capacities in African small and medium IT enterprises to make FOSS based business. It aims to encourage the growth of African IT industries.

2 Participants

As the objective of the training is focusing on FOSS business models, the training will call for participants from IT companies wishing to diversify their business, start-up IT entrepreneurs, local FOSS communities, educators and graduates in IT related subjects as well as other participants interested in FOSS business models in Tanzania.

A call for participants will therefore be advertised through different marketing strategies. Different media through which this course can get very good publicity in Tanzania, are: the newspapers, e-mail to target groups and other prospective IT companies. Other strategies will be development of promotional materials such as posters and place them in high traffic areas.

The Training will be delivered in a Workshop style to allow maximum interaction and discussions. The target is to train 20 participants each quarter (three months) and therefore about 80 participants per year. Initial trainings will be concentrated in regional towns and cities where IT infrastructure is well established

It is expected that all participants will be selected from those who have at least knowledge of basic computers, experience in FOSS or potential FOSS collaborator to allow uniform workshop interactions.

3. Output

The target is to achieve the set objectives; so we can expect the Training outcome to be:

(a) Awareness on FOSS causes more people to demand for FOSS applications and solutions and as such provide opportunities for any FOSS businesses to flourish

(b) Growth of a FOSS Community, which comes with it, more FOSS minds, students, trainers, and advocacy and so on.

(c) With these and more benefits, it is possible to plan an annual FOSS event, such as FOSS Clinics, Free FOSS Training, FOSS certification and so on.

4 The Training Content

The training shall consider the local conditions and environment. It will comprise three modules, namely Module 1, Module 2 and any one of the other modules as listed below:

- Module 1: Introduction to emerging FOSS business models
- Module 2: African business models: Case studies
- Module 3: Communicating FOSS
- Module 4: Introduction to General business skills
- Module 5: FOSS specific business knowledge and skills
- Module 6: FOSS Training
- Module 7: E-learning Platform

The selection of the modules will depend on the mission of the target groups and their levels of understanding. The content materials will be availed to the participants at least one week before the workshop.

5 Resource persons (Trainers)

As a FOSS ToT member I will be the principal trainer. Supporting trainers will be sourced from within FOSS related institutions and FOSS - ToT Alumni. Shortfall of trainers will be requested from InWent and FOSSFA. Qualified trainers will need to have knowledge of FOSS, proven training Experience and proven excellence in their field of profession

6 Time Schedules and Venues

A workshop session will be done for a period of 5 days (not less than 40 hours). This time is just long enough for participants to understand the materials content and practices of the FOSS modules without being bored.

Information on the workshop venue, schedules for starting and end times and dates for the workshop sessions will be set and communicated to participants at least four weeks in advance. Arrangements for hotel accommodation will be arranged for participants in need. The workshop organization will establish a support through help desk for post training questions, accommodations reservations, training registrations etc.

7 Fees and Costs

Participants shall contribute an TSH. xxx for the workshop. Trainers would be paid TSH xxx per day.

8 Sponsorship & Marketing

InWent and FOSSFA have promised funding and support, It is possible to look for Local Support for this Training workshop, especially from Companies and institutions that will likely benefit from adding their name and profile to such an event. So a workshop prospectus together with a call for support and sponsorship would go a long way in acquiring some support. This needs to be done in time.

9 Media

Media Coverage is crucial for such a workshop and this would help to inform a larger group of people about the Workshop. A Newspaper article, a phone in Radio announcement, a community announcement could all add to the buzz.

10 Course ware evaluation

Evaluation forms for the course ware and trainers will be prepared and availed to the participants after every module. At closing of the workshop there will be general discussion on the evaluation results and process to ways for improvement. This will also give opportunity to discuss issues that are of interest or were omitted for future improvements.

11 Budget

#	Activity	No	Rate/day	Tsh/day	TOTAL / 5 days
1	INCOME				
1.1	Participation fee	20			
1.2	Total Income				
2	EXPENDITURE				
2.1	Venue with computers	1			
2.2	Refreshments	23			
2.3	Lunch	23			
2.4	Transport for ppts	20			
2.5	Stationary	20			
2.6	Trainers fees	3			
2.7	Advertising and marketing	1			
2.7	Total Expenditure				
	Contingencies / accidentals 10%				
2.8	TOTAL				

Aflent's national roll out plan will focus on providing training initially to university students, BEE entrepreneurs and other established black businesses in South Africa. The aim is to empower these groups with FLOSS for two major reasons:

- . Impart skills to use FLOSS applications to enable and capacitate internal business processes in order to gain competitive advantage
- To train the groups on how to move into FLOSS-based businesses (FLOSS consultancy and training)

Strategies

The key to achieving successful trainings lie in the ability to attract attention of participants, offering a highly accredited and internationally recognised African FOSS Business Model course establish and maintain continuous online learning and networking platform for trainees. The trainings will take the form of a strategy-driven process.

Conduct a preliminary FLOSS workshop to market the concept and the training.

Pitch for short course raising deals with local institutions and universities.

Clear the issue of certification and accreditation of the course.

Develop a solid sustainability model.

Getting participants

Participants will be sourced from the corporate industry, universities, NGOs and the public sector including technologists in government departments.

- Marketing the FOSS concept
- Marketing the FOSS training
- Networking with colleagues, former workmates and clients interested in Open

Participants' assessment criteria

(d)Attitude

(e)Eagerness to learn

(f)Reasons why participants want to get the training

(g)Skills

- A qualification in IT and/ or business
- Training skills
- Previous advocacy work
- Knowledge
- Basic understanding of FOSS and/or IT's role in business

Duration of the program

2 weeks for 2 months

Cost of training or participation fee

Trainers needed and their cost

As a certified trainer I will choose a number of modules 2 and 4. The remainder of the modules will be delivered by local and regional trainers subject to their availability. In total four trainers are required for the course. Cost of the trainers will be determined by FOSSFA and InWent.

Estimated rate per trainer per module will be obtained from the FOSSFA/InWent.

Modules to be included in your training

Provisionally all modules are to be included:

1. Introduction to emerging FLOSS Business Models
2. African Business Models Case Studies
3. Communicating FLOSS

4. Business Skills
5. FLOSS Business Knowledge and Skills
6. FLOSS Training Business

Sponsorship

- Established FLOSS companies (Sun Microsystems)
- First National Bank
- IT companies
- Government departments (DST, SITA, Local Councils)

Sustainability Model

The training will be offered as a short course through The Business Place and Monash and North West University.



The Free Software and Open Source Foundation for Africa



About ict@innovation

The ict@innovation programme builds capacities in African small and medium ICT enterprises to make a business with Free and Open Source Software (FOSS). ict@innovation aims to encourage the growth of African ICT industries, particularly in Southern and East Africa, through three main actions: spreading FOSS business models for enterprises in Africa, fostering FOSS certification and supporting innovative local FOSS applications for social and economic development. ict@innovation is a partnership of FOSSFA (Free Software and Open Source Foundation for Africa) and InWent - Capacity Building International (Germany). The programme focuses on Free and Open Source Software (FOSS) as a key technology to drive innovation, add local value and create sustainable and affordable ICT-solutions.

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