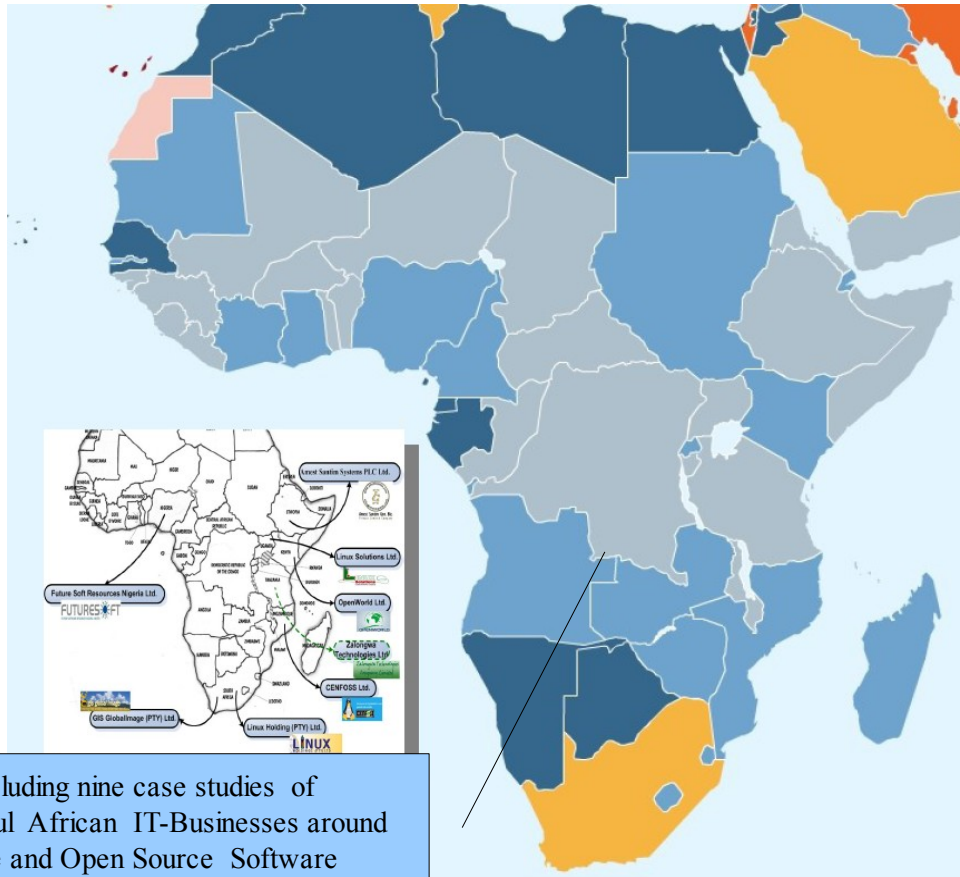


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MODULE 1

INTRODUCTION TO EMERGING FOSS BUSINESS MODELS

Assignments and Answers

TASK

List down the names of 10 organizations/companies using FOSS in your country. Also provide their website addresses and the names of the FOSS 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.co.ke

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)	N/A
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,	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	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
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No.	Organizations/Companies	Website Address	FLOSS products used
1	Tanzania Commission for Universities (TCU)	http://www.heac.go.tz	MySQL
2	University of Dar es Salaam (UDSM)	http://www.udsm.ac.tz	<p>1. KiLiNuX - is an exclusive open source software project which translates OSS products like Linux into local Kiswahili language</p> <p>2. UDSM uses FOSS based software to manage its student records known as ZALONGWA</p>
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	www.oratechconsulting.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

TEST Module 1

Question 1 : TCO refers to how much it costs to buy a software product

- (a) True
- (b) False

Question 2 : Money cannot be made with FLOSS

- (a) True
- (b) False

Question 3 : The FSF defines free software as software which gives the user freedom to

- (a) distribute or share
- (b) study
- (c) modify
- (d) All of the above

Question 4 : All of the following are examples of free software except ...

- (a) Firefox
- (b) Qt
- (c) MySql
- (d) Adobe CS2

Question 5 : OSI stands for ...

- (a) Open Source Interconnectivity
- (b) Ontario Swine Improvement
- (c) Open System Initiative
- (d) Open Source Initiative

Question 6 : FLOSS doesn't cost a thing

- (a) True
- (b) False

Question 7 : In a FLOSS business model, a large proportion of resources must go to marketing, publicity and distribution

- (a) True
- (b) False

Question 8 : Select the odd item

- (a) Linux
- (b) MySql
- (c) Python

Question 9 : List 5 free software licenses you know and for each license name 1 software that uses it.

Question 10 : FLOSS cannot be modified or distributed

- (a) True
- (b) False

Question 11 : List the 3 main categories of FLOSS licenses

Question 12 : In a POTS business model, a large proportion of resources must go to marketing, publicity, and distribution

- (c) True
- (d) False

Question 13 : FLOSS stands for...

- (a) Free/Linux and Open Source Software
- (b) Free/Libre and Open Source Software
- (c) Free/Linux and Opened Source System
- (d) Free and Open Source System

Question 14 : List 5 developing countries that implement FLOSS or have a FLOSS policy

Question 15 : Name 5 FLOSS related networks you know

Question 16 : All of the following are associated with the OSI except

- (a) Richard Stallman
- (b) Eric Raymond
- (c) Bruce Perens
- (d) Steve Jobs

Question 17 : FLOSS development began with the inception of the Linux Operating System

- (a) True
- (b) False

Question 18 : List 2 sites where one can obtain FLOSS resources for businesses in Africa

Question 19 : Network effects refer to the potential internet provides for communication and participation

- (a) True
- (b) False

Question 20 : Outline the process of releasing a software as FLOSS.

Question 21 : What is forking in FLOSS development?

Question 22 : Which of the following software development models is used by FLOSS?

- (a) Bazaar model
- (b) Cathedral model

Question 23 : FLOSS represents an opportunity for the empowerment of developing countries

- (a) True
- (b) False

Question 24 : FLOSS can help reduce vendor lock-in

- (a) True
- (b) False

Question 25 : FLOSS applications can be used on Windows

- (a) True
- (b) False

Question 26 : The software development industry is dominated by the POTS and COTS business model

- (a) True
- (b) False

Question 27 : List 5 developed countries that implement FLOSS or have a FLOSS policy

Question 28 : 1.FLOSS development process includes

- (i).source code acquisition
- (ii).source code modification
- (iii).source code distribution
- (iv).source code reacquisition

- (a) (i) and (ii) only

- (b) (ii) and (iii) only
- (c) (i) , (ii) and (iii) only
- (d) (i) , (ii) , (iii) and (iv) only

Question 29 : What is a horizontal services firm? Give an example

Question 30 : What are the differences between the licenses for proprietary software and free and open source software?

Question 31 : List 5 values that can be derived from FLOSS.

Question 32 : FLOSS is hostile to intellectual property

- (a) True
- (b) False

Question 33 : FLOSS is hardly used in a business context

- (a) True
- (b) False

Question 34 : Free Software and Linux are the same thing

- (a) True
- (b) False

Question 35 : Proprietary software and closed source software are the same thing

- (a) True
- (b) False

Question 36 : FSF Stands for ...

- (a) Free Source Foundation
- (b) Free Software Foundation
- (c) Free System Foundation

Question 37 : All of the following are examples of open source projects or communities except

- (a) FreeBSD
- (b) Apache
- (c) Ubuntu
- (d) IIS

Question 38 : What is a vertical services firm? Give an example

Question 39 : Who initiated the GNU project?

- (a) Linus Torvalds
- (b) Richard Stallman
- (c) Steve Jobs

Question 40 : Which of the following is an example of a vertical services firm?

- (a) Redhat Inc
- (b) Apache
- (c) Canonical Ltd

Question 41 : What is a software license?

Question 42 : Richard Stallman is best known for...

- (a) beginning the Open Source Initiative

- (b) developing the Linux Kernel
- (c) founding the Free Software Foundation
- (d) developing MySQL

Question 43 : Mention 5 myths about making money with FLOSS and state facts that counter these myths

Question 44 : List 5 sites where one can obtain FLOSS resources

Question 45 : According to Eric Raymond, the Bazaar model produces ...

- (a) quicker bug fixes
- (b) less efficient software
- (c) does not make a difference

Question 46 : Freewares are examples of Free Software

- (a) True
- (b) False

Question 47 : FLOSS can be a useful strategy when competing with a well-established and widely adopted software product

- (a) True
- (b) False

Question 48 : What do you understand by dual licensing? Give one example.

Question 49 : All of the following are examples of open source software licenses except

- (a) MIT License
- (b) Berkeley Software Distribution License
- (c) End User License Agreement
- (d) Apache Software License

Question 50 : Who is Linus Torvalds?

- (a) He began the Open Source Initiative
- (b) Developed the linux Kernel
- (c) He began the Free Software Foundation
- (d) He developed MySQL

FOSS/FLOSS TEST

1. Which statement describes FOSS/FLOSS?

- FOSS applications are not owned by anyone
- FOSS has the freedom to use, understand, modify and distribute software
- FOSS is anti-copyright
- FOSS is just a software or a software development method.

2. Copyright was invented to protect the rights of content creators; this concept, in contrast, was invented to

protect the rights of users. What is it?

It is the ownership of an intellectual property within the limits prescribed by a particular nation's or international law.

It is the idea and the specific stipulation when distributing software that the user will be able to copy it freely, examine and modify the source code, and redistribute the software to others (free or priced) as long as the redistributed software is also passed along with the copyleft stipulation.

3. What is freeware?

It is programming that is offered at no cost and the developed software (which may be in public domain) may also be copyrighted

It is software that can be freely used, modified, and redistributed with only one restriction: any redistributed version of the software must be distributed with the original terms of free use, modification, and distribution

4. All free software is freeware and all freeware is free software.

True

False

5. Proprietary software is

Low cost, Open standards that facilitate integration with other systems and it is easily customizable.

Costly, and has closed standards that hinder further development.

6. FOSS/FLOSS is for

Programmers/Geeks in their bedroom

Everyone including multinationals

Students studying computer science

7. Which statement is False

The total cost of ownership of FOSS is greater than for corresponding closed source software

For most commodity software people do not pay for support, they just pay a license and use it

9. Which benefit/limitation applies to Open standards?

Inefficient use of existing resources

Lack Flexibility

Fewer options and thus less opportunities to optimize

Lower and manageable risk

10. There are sufficient Open-Source alternatives to proprietary software suites/applications

True

False

11. Which statement is false about Open source software

License Must Not Be Specific to a Product

License Must Not Restrict Other Software

License Must Be Technology-Neutral

License Must discriminate against some person or group of persons.

12. Who supports Open Source?

Microsoft

HP – Hewlett-Packard

Universities

Dell

All of the above

13. Which Statement is false

Open-source licences are legally valid

Open-source licences are a waiver of rights

Open-source licenced products can be sold by anyone

14. What is Network effects?

The phenomenon that describes how Products in a network increase in value to users as the number of users decreases

The phenomenon that describes how Products in a network increase in value to users as the number of users increases

The phenomenon that describes how Products in a network decrease in value to users as the number of users increases

15. What is the most important advantage in the use of open source to users?

Lower total cost of ownership

Reduced dependence on software vendors

- Easier to customize
- Higher level of security
- Do not see a significant advantage

16. How do open-source models work?

- Rapid evolutionary process
- Closed model

17. Which statement is valid in the long term?

- Open Source may have a niche, but proprietary commercial products will continue to rule
- Customers will never trust something that is free
- Open Source may release value, but it doesn't create value
- Open Source development involves effort, so there has to be payment for that effort

18. There are various types of transactions between parties: win-win, win-lose, lose-lose (Lose-lose transactions should never occur under conditions of rational decision-making) and Win Neutral. Win-lose transactions occur when the winning party is stronger than the other and can force a transaction through. Win-neutral transactions can and do occur quite frequently. Everyday examples include someone asking for directions, or asking for change. Here, the person asking certainly gains something from the transaction, but the other party neither gains nor loses from it. Therefore, the transaction can still take place. All other transactions are willingly entered into by two parties and are win-win. Which transaction best represents Open Source Communities/Development?

- Win-Win
- Win-Lose
- Lose-Lose
- Win-Neutral

19. What is the main motivation of the developers/programmers of open source software?

- Economic Gain
- To solve a problem they are facing - to "scratch their personal itch"

20. In economics, we have two concepts, -- competing products and substitutes. Competing products are other brands in the same category. Substitutes are products in another category that perform much the same function. It's more difficult to switch to a substitute than to a competing product, but it can be done when there are compelling reasons. Therefore, in light of open source vs. proprietary/ commercial software, open source is a

- Competitor
- Substitute

21. It is possible to make money off Open Source

True

False

21. Who is termed "father of the GNU Project"

Andrew S. Tanenbaum

Richard Stallman

Linus Torvalds

Bill Gates

22. The first version of Linux was released in?

1990

1991

1992

1993

23. Open source software development

Increases the research and development expense of the publicly traded companies that make use of it

Reduces the research and development expense of the publicly traded companies that make use of it

24. Which among these software applications is not "free" open source

Java Enterprise Edition (JEE)

MySQL database

Ruby, PHP, Python and Perl

Redhat Enterprise Linux

25. Which method is least suitable for Open source software development

Agile method Extreme Programming

Internet-Speed Development model

The Waterfall model

26. Which is not a suitable method to keep track(record) of the status of various issues in the development of

open source software

A bug tracker

A simple text file

27. Who solves bugs/errors in open source software

Users

Developers

Both

28. Bugs, security flaws, and other errors appear in even the most trusted (proprietary) programs.

True

False

29. Which list does not contain proprietary software

Thunderbird, MathWorks MATLAB, Moodle

Adobe Illustrator, Audacity, Media Wiki

eXe, Blackboard, AutoCAD

Archimedes, qBittorrent, Apache

30. The most expensive buying of an open source software company to date (2009) by a large corporation such as Nokia/Oracle/Apple/Redhat is worth

\$5 billion

\$350 million

\$1 billion

\$153 million

31. There is no open source community in Africa with most developers in Africa geared towards the problems facing the African context

True

False

32. Most Universities in Africa use open source software

True

False

33. Most Government institutions in Africa use open source software

True

False

34. GPL compatible free software license is

A permissive non-copyleft free software license

A free software license, and a copyleft license

A free software license, and a copyright license

35. Microsoft doesn't make free software.

True

False

36. Nokia smart phones now run on open source operating system

True

False

37. Which among the following is a Linux User Group?

Egyptian GNU/Linux User Group

Gauteng Linux Users' Group

Linux Professional Association of Kenya

The Informal Linux Group

All of the above

38. Free and open-source software are not "a useful and significant tool for the developing countries", and do not have the potential to help democratization and finding solutions to the most pressing problems faced by the populations of developing countries

True

False

39. FLOSS has a complementary and reciprocal relationship to education. One needs an educated section of the population to fulfill the full potential of FLOSS, and at the same time FLOSS helps, enhances and complements education by providing tools to promote education

True

False

40. "despite being extremely cost-effective and of competitive quality, FLOSS still is kept out because companies with enough cash can buy off decision-makers"

True

False

MODULE 2

AFRICAN FOSS BUSINESS MODELS: CASE STUDIES

Assignments and Answers

TASK

Use the template below to interview a FOSS-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 your 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 advice 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 - Other database applications - Hosting websites, mail and databases <p>Q6. Which of the services in Q5 is generating more income for your company?</p> <ul style="list-style-type: none"> - hosting - website development & training <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 improve the competitive standing of your company?</p> <p>I will not be able to tell you that now.</p>

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

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

It was founded in 2000 and employs 10 people

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

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 capitalize the company. Its start with few employees and for market purposes, it relies on private sector (business people) who come up through net working and talking to them one by one. Basically unlike other business where you find a leveled market with open source it has to be build.

(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 slow pace after realizing the benefits.

(b) Hiring employees full time was not easy so it had to contact external consultants when needed.

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?

Offering quick support and being able to address customer's needs as they arise.

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

I would advise to Diversify

Section 2:
Revenue generation

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

Software development, Technical support, training, consultancy and marketing.

Q6. Which of the services in Q5 is generating more income for your company?

SOFTWARE DEVELOPMENT.

Q7. What is the annual turnover for each of the service sectors?

Aproximately \$2,500

Q8. What are some of the difficulties, if any, you face in getting paid for the services you offer?

Payments for services are poor one has to devise a mechanism of getting advance payment at the time of entering a contract.

<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 SATISFYING THEM.</p>
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<p>Company Name:....Joseph Neusu Country:..... Year Founded..... Website:..... Services offered:.....</p>	
<p>Section 1: Outlook and Experience report</p>	<p>Q1. When was your company founded and how many people are employed by your company?</p> <p>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.</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>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</p>

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 expedite 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 deciding 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

	<p>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 carrying the extra work and cost yourself.</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>Our advantage over other companies is the breadth of services we provide and our knowledge about niche applications and solutions such as Asterisk PBX.</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>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.</p>
<p>Section 2: Revenue generation</p>	<p>Q5. Which services (e.g. training, marketing, technical support, hosting and software development, consultancy, etc.) is your company offering</p> <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</p>

	<p>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> <p>We develop new products and customise existing one. We describe our company as an "open source solutions integrator or development company.</p> <p>Q11. What are some of the strategies you use to market your products and services?</p> <p>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.</p> <p>Q12. Who are your most prolific customers and the types of services they request most?</p> <p>We have developed a reputation for our Asterisk, firewall and application development skills.</p> <p>Q13. Are you localizing (translating into local languages) some of your products?</p> <p>Not at this point. Luckily most of the solutions already have great international support.</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>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.</p> <p>Q15. What are some of your business plans for the next few years to improve the competitive standing of your company?</p>

	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.
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TEST Module 2

Question 1 : What is the businesses focus of the company?

- (a) Training
- (b) Open source training to their clients, conducting regular workshops
- (c) Open Source Software advocacy

Question 2 : Most of the web based applications are based in?

- (a) SAJO - Sun Microsystem, Apache, Java and Oracle
- (b) LAMP - Linux Apache MySQL PHP
- (c) LNMP – Linux Ngix MySQL Perl

Question 3 : Which services Open World LTD provides?

- (a) Servers (mail, list,file, print, database, etc.) to Firewalls and Intrusion Detection Systems and web hosting.
- (b) Training only
- (c) Training and Web development

Question 4 : What is the company vision?

- (a) Is to have 120 new clients per month
- (b) Is to be a market leader in the provision and support of open source
- (c) Localization of their products

Question 5 : Which is the intended goal of the company for the future?

- (a) Implementing support on Linux/Unix servers
- (b) Localization of the their products
- (c) Adoption of a training certification

Question 6 : Which is the company specialization?

- (a) Geological Information Survey (GIS)
- (b) Geographical Information Systems (GIS)
- (c) Geographical Mapping Standards

Question 7 : The company partnership are based on:

- South Africa only
- Europe and South Africa
- South Africa and Kenya
- Across Southern Africa

Question 8 : Which open Source software the company is planning to use?

- (a) MapWindow GIS or Quantum GIS
- (b) Quantum Solace
- (c) Mapping & Chart
- (d) OpenGIS

Question 9 : Point two challenges for GIS Global System in doing FLOSS businesses

Question 10 : Point two key factors for successfully using FLOSS

Question 11 : How GIS Global Image markets its products and services

- (a) Using the internet, by word-of-mouth, articles in local publications, through workshops and training
- (b) Only using Internet
- (c) Fair distribution at universities

Question 12 : Workshops and Trainings represent half of the company revenues

- (a) True
- (b) False

Question 13 : Which benefits the existing clients of the company have?

- (a) Discounts on the company products
- (b) At the end of the year the clients company get a free update of their products
- (c) Access to new modules and software announcements and also have preferential rates when GIS workshops are presented

Question 14 : What is the company fundamental experience by using Open Source Software components

- (a) Keep costing at minimum
- (b) Using the source code for modifications
- (c) Using the source code for modifications, correcting bugs and send back to the community

Question 15 : The company relies on:

- (a) Their own I.T .staff and consultants who are able to deliver the solutions
- (b) Only their own I.T. staff
- (c) Only hired I.T. staff

Question 16 : What Futuresoft does as a goodwill gesture?

- (a) Create websites for SME free of charges
- (b) Donate money to Open Source Software projects and communities
- (c) Send back modifications of a source code to the community

Question 17 : The major problems encountered by the company was?

- (a) Finding Free and Open Source Software that fit for their businesses
- (b) Skilled work force that is willing to work for a low salary
- (c) Establishment to work
- (d) Finding clients for their products

Question 18 : What was the solution for the problem?

- (a) Having part-time staff
- (b) Is to outsource most of their work to India
- (c) Increase the price of the services to pay the developers

Question 19 : What Futuresoft did in order to venture into the open source software business?

- (a) They rely on Internet research in specific websites
- (b) The company has an open source expert who has done a lot of research on open source projects
- (c) They redesign already know Open Source Software businesses to satisfy their needs

Question 20 : As part of the Revenue model the company is is also working on?

- (a) Creating a strong brand, a range of products, as well as bigger staff strength.
- (b) Develop and finding solution internally, not outsourcing.
- (c) Selling Hardware

Question 21 : The main focus of Linux Holding is

- (a) FLOSS support for large corporations
- (b) FLOSS advocacy across the country
- (c) Developing and administering Linux Courses

Question 22 : Beside training what Linux Holding does?

- (a) Server hosting
- (b) Web development and Web Hosting
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- (a) Distributing fliers
- (b) Publishing their services on Radio and TV
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Question 24 : Which firm policy the company do regarding the payment of their services?

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Question 25 : Linux Solutions is doing Open Source Software business for over:

- (a) 9 years
- (b) 5 years
- (c) 15 years
- (d) 8 years

Question 26 : Which are the main pillars of Linux Solutions?

Question 27 : Why Linux Holdings prefer Private Sectors?

- (a) Because there's no corruption
- (b) More clearly focused on their needs, less bureaucratic, and often pay their customers faster than government departments.
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Question 28 : What Linux Solutions do with the newer companies offerings Open Source Software?

- (a) Implement FUD1 on them so they will give up implementing FOSS.
- (b) IFear Uncertainty and Doubt
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- (d) Give they Open Source Software materials for them to start

Question 29 : Which of the following choices is not an obstacle for Linux Solutions?

- (a) Big contracts with NGO
- (b) Qualifications for Government contracts
- (c) Open Source Software is not suitable for Uganda government
- (d) Poor payment habits by clients

Question 30 : Which pro bono activity they did

- (a) They offer used computers to schools
- (b) They did localization of Firefox web browser
- (c) They work for the government without charging in order to show the advantages of Free and Open Source Software

Question 31 : According to the managing director of Linux Solutions:

- (a) A FLOSS company must focus only at FOSS
- (b) The easy way to spread FLOSS is by selling pre installed Linux distro on PC's
- (c) There is a need to diversify so as to ensure that as one revenue source dwindles in one service sector, another probably keeps you afloat

Question 32 : Which of the following services Amest Santin System provides?

- (a) Training and Consultancy
- (b) FLOSS support for servers
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Question 33 : Which was the solution to overcome the entry barriers?

- (a) Boldly participate in public bids for projects, presenting the company professionally
- (b) Providing services free of charge
- (c) Sending letters to decision makers explaining the benefits on FLOSS

Question 34 : One of the Amaset Santim System businesses focus is;

- (a) Receive work even if there's no time-frame to do it.
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- (c) Demonstrate a large variety of web solutions to the client in order to exhibit expertise
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Question 35 : The company revenue is:

- (a) 70% hosting, 10% development, 20% other services
- (b) 90% development and the remaining 20% is from other services
- (c) 90% of it's revenue from web development, 7% web hosting and 3% other services

Question 36 : Which of the companies have links with CENFOSS

- (a) Red Hat Enterprise
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Question 37 : From September 2006 until February 2007 CENFOSS how many employees CENFOSS had?

- (a) 4 employess
- (b) 3 employess
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- (a) CENFOSS has already conquest the market on FLOSS Businesses
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Question 39 : Which of the following Government ministries is not a CENFOSS customer?

- (a) Ministry of Health
- (b) Ministry of Environment
- (c) Ministry of the Interior
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Question 40 : Which CENFOSS customer has more than 150 computers running a Linux distro?

- (a) RRD
- (b) Vodacom
- (c) SOCREMO
- (d) AMODE

Open World LTD

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Amest Santim Systems PLC

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MODULE 3

COMMUNICATING FOSS

Assignments and Answers

TASK

Some examples from participants

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

- a) Which government ministry or department leads in the use of Open Solutions.

GOVERNMENT MINISTRIES ARE:

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

3. PARLIAMENT OF UGANDA

4. Uganda Chambers of commerce

5. MINISTRY OF HEALTHY- Mulago medical training

6. MINISTRY OF ICT- POLICY AND IMPLEMENTATION 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

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

Answer

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.

TEST Module 3

Question 1 : Why is it advisable that when embarking on any advocacy campaign you recognize and take into account government interest?

- (a) Because government is generally against all forms of advocacy
- (b) Because government has larger public interest to protect
- (c) Because government takes delight in being consulted
- (d) To avoid being seen as partisan

Question 2 : Why would a FOSS business want to brand its products or services?

- (a) In order to compete favourably with proprietary software
- (b) To be uniquely identified
- (c) To increase FOSS visibility
- (d) In order to demystify the notion that FOSS is often of poor

Question 3 : Which one of the following points within the executive level of Government is last point of intervention for advocacy matters relating to halting the enactment of unwanted legislation?

- (a) President
- (b) Governors
- (c) Cabinet
- (d) Mayor

Question 4 : What is the most important lesson from the Mozilla brand protection case study discussed in the manual?

- (a) Brand protection is costly
- (b) Branding is for big business
- (c) Branding keeps others out of business
- (d) Protecting brands through trademarks protects you from fake or inferior imitations

Question 5 : Which of the following possible FOSS advocacy issues presents a good argument and has a potential of attracting larger public interest and why?

- (a) Compulsory FOSS applications in all public schools because it lowers costs of managing school IT by simply installing cost free software
- (b) Compulsory FOSS applications in all public schools because FOSS is freely and readily available for download from the net
- (c) Compulsory FOSS applications in all public schools because universal education for all depends on access to affordable learning opportunities
- (d) Compulsory FOSS applications in all public schools because global trends suggest a movement towards FOSS use in public school.

Question 6 : Which of the following represents a major difference between community media and public broadcaster?

- (a) Unlike Public Broadcaster, community media doesn't charge or levy local people wishing to promote their services
- (b) Unlike public broadcaster, community media is managed by people who are ill qualified
- (c) Community media uses local language in a community led programming while public broadcaster uses official language in a centrally controlled programming
- (d) Community media's is more commitment to local development than public broadcaster

Question 7 : What is meant by Critical Mass?

Question 8 : Why is it so important to choose an individual or organization of good repute to lead an advocacy campaign?

- (a) To give your cause more credibility
- (b) To justify your actions
- (c) To fend off opposing views
- (d) To show you serious about your campaign

Question 9 : What is Branding?

Question 10 : If your advocacy strategy is to send a letter to a partner asking them to sign it along with you, why would you possibly do that?

- (a) To see if they support your position
- (b) To receive guarantees they will take account of their actions
- (c) To promote transparency during campaign
- (d) To improve information flow

Question 11 : What is attribution with regard to individual branding?

- (a) The act of obtaining written permission by the trademark owner
- (b) The requirement by copyright law to share proceeding with the developer of software
- (c) The surrender of commercial rights by the developer of software
- (d) A term in copyright law requiring one to acknowledge or credit the author of a work which is used or appears in another work

Question 12 : How is FOSS brand names protected?

- (a) Through licenses such as GPL3
- (b) By an online community surveillance scheme
- (c) By placing product keys on application
- (d) FOSS brands are never protected and are open for use by anyone

Question 13 : Why is creating Critical Mass seen as a particularly good strategy in creating FLOSS market?

- (a) Because of the need to sustain and grow the FLOSS business
- (b) To stem any attempts to isolate your business by rivals
- (c) When you have a critical mass it means your business eventually stops advertising
- (d) To force reluctant users to switch to your services/products

Question 14 : When building a network of partners for advocacy work it is advisable to first think about Internal Networking. Why is that important for small businesses?

- (a) Internal networking always leads to credible contacts
- (b) Internal networking depends on resource readily available to you to get information you need
- (c) Because internal contacts are more royal and dependable
- (d) Small business networks are restricted to people you already know

Question 15 : Internet based advocacy is becoming more and more popular, why?

- (a) Communicating online is always cheaper than face to face communication or other forms of communication
- (b) Important and educated audiences needed for advocacy has moved online
- (c) Its more credible and fashionable
- (d) Because of the availability of wide array of technology tools suited for advocacy work

Question 16 : Which one of the following reasons makes government a less likely target for FLOSS marketers

- (a) Because Governments are less accountable
- (b) Because of Governments struggle for transparency and wider access to services
- (c) Because of governments sensitivity to piracy
- (d) Because Governments are often the biggest ICT consumers

Question 17 : One way to create FLOSS market is by persuading existing ICT users. Which one of the following statements misrepresents the act of persuasion?

- Showing what others are doing
- Showing user generated views
- Showing frightening accounts of users of rival products, services
- Showing scarcity of goods or services

Question 18 : What do legislative advocacy initiatives ultimately try to achieve?

- (a)Agitate public resentment against government
- (b)Influence customer choices
- (c)Resolve political differences
- (d)Public policy change

Question 19 : What important function will a database serve in an online based advocacy campaign?

- (a) Store partners contact addresses
- (b) Store graphic posters of your messages
- (c) Budgets of your advocacy campaign
- (d) Letters and petitions of your campaign

Question 20 : When is sending letters most effective as a form of conveying your advocacy message

- (a) When you want to inform and discuss advocacy issues with community members

- (b) Whenever the issue is most sensitive
- (c) When informing and inviting local representative or parliamentarians to a meeting
- (d) When communicating with people you know very well

Question 21 : Which of the following statements is incorrect?

- (a) Public Relations is the act of managing information flow between an organization and the public
- (b) Appreciate the significance of PR in raising public awareness
- (c) Learn how to use cost effective media campaigns
- (d) Show disapproval for commercial and proprietary software

Question 23 : With regard to Advocacy work, what is external networking?

- (a) Networking with partners outside your country for purpose of gaining support for your work
- (b) Process of asking people you know outside your organization for information about your target audience
- (c) Not involving your own staff in the expensive work of getting information
- (d) Asking people you don't know for information about your target audience

Question 24 : Which of the following statement could be said to be untrue about Public Relations

- (a) You have creative control on what goes into the advert in the paper
- (b) The PR exposure you receive is only circulated once
- (c) An editor won't publish your same press release three or four times in their papers.

Question 25 : What does Trademark in copyright law intended to protect?

- (a) Software Piracy
- (b) Product Abuse
- (c) Rights of Trademark owner
- (d) Product consumers/users

Question 26 : Which one of the following is true?

- (a) National events such as World Telecommunication day is reserved specifically for ICT Advocacy
- (b) For FLOSS Advocacy to succeed it must emphasize the issue of costs
- (c) Media Relations is same as Media Advocacy
- (d) There is a fairly good level of FLOSS knowledge among ICT techs

Question 27 : What is Advocacy?

Question 28 : In which of the following situation would issuing a Press Statement be most appropriate

- (a) When announcing promotion for a staff member
- (b) Receiving a prestigious award for your products
- (c) When announcing dates for company annual general meeting
- (d) When there has been theft in the organization

Question 29 : According to the 5Ps of Branding, People (ie. your own staff) could harm your brand. Mention one way in which they could do so?

Question 30 : As advocacy organizers we are advised to learn more about what our target audiences know about the issue(s). Specifically, why is this so important?

- (a) In order to know if they support you
- (b) To know what new additional information they may need
- (c) In order to segregate the target audience
- (d) To establish their capacity to comprehend your issues

Question 31 : What policy vehicle at the discretion of an executive arm of government is used to halt unwanted legislation?

- (a) Vetoes
- (b) Budgets
- (c) Rules
- (d) Regulation

Question 32 : FOSS projects aim (at least in theory) to get as many programmers on board as possible, to get the software developed. This being the case, why would a project seek to control usage of the name of the

- (a) To protect Interest of the Community of Developers
- (b) To avoid abuse of software by users
- (c) To protect interest of users
- (d) To encourage innovation

Question 33 : Why are special events such as Software Freedom Day an important occasion for small FLOSS business to promote their services, products?

- (a) Its when the worlds' leading companies clinch big software contracts
- (b) That is when world and national attention is focused on issues relating to software development
- (c) That is when Government feels obliged to support software developers
- (d) That is when Government feels obliged to support software developers

Question 34 : Which of the following statements is NOT true?

- (a) Legislative advocacy is illegal
- (b) Protest is a form of advocacy
- (c) Simple and clear advocacy messages render themselves to less misinterpretation
- (d) Lobbying as a form of advocacy is usually effective when soliciting individual or a small group influence.

Question 35 : Mention one social factor that could influence Critical Mass positively or negatively

Question 36 : What is product branding?

- (a) Garnishing company logo on your products and services
- (b) Is the proprietary visual, emotional, rational, and cultural image that you associate with a Company or a product
- (c) Constantly displaying and associating your products with other popular products
- (d) An appealing slogan often used to accompany your product advertisement

Question 37 : Emails are effective tools in an online advocacy campaign. Which one of the arguments in the context of a typical African society, is of least concern to any one planning to undertake online advocacy.

- (a) High levels of computer illiteracy
- (b) Postal mail and not email is still by far the most used form of communication by majority of rural poor.
- (c) Not many people access email on regular basis
- (d) Advocacy emails from unknown senders may be treated as unsolicited mail or spam

Question 38 : External Networking poses a number of challenges for small business, which one of the following is a small FLOSS business likely to face?

- (a) Building sufficient confidence among big and existing partners in a network
- (b) Keep up with the maintenance of partner database
- (c) Printing and distributing enough business cards at meetings
- (d) Finding right reasons for joining and remaining in a network

Question 39 : Which is the most important first step in an advocacy campaign?

- (a) Good understanding of your issue(s) and its potential benefits to a larger community
- (b) Knowledge of the legislative process
- (c) Knowledge of your sector
- (d) Knowledge of potential advocacy partners

Question 40 : Which one of the following is not a necessary task in a typical media advocacy campaign?

- (a) Data gathering
- (b) Lobbying
- (c) Picketing
- (d) Information Sharing

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).

TEST Module 5

Question 1. What is one of the key disadvantages of proprietary software?

Question 2. When you sell proprietary software, what happens to the money generated.

Question 3. Which of the following component is not necessarily available in FOSS

Question 4. Doing business in a FOSS context means

Question 5. Why are FOSS business networks important?

Question 6. Which of the following is not a way of making money in FOSS

Question 7. You're scheduled to meet a FOSS business associate for working lunch and you arrive a few minutes early to find a suitable table. 30 minutes later your associate still has not arrived. Do you order your lunch and eat?

continue waiting and fuming that your associate isn't there?

tell the head waiter you're not staying and give him our card with instructions to present it to your associate to prove you were there?

Question 8 :measures how much work was produced or completed in a certain period of time.

- (a) motivation
- (b) production
- (c) money invested

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

Group Exercise

In groups of 4, please read the Case Study at 6.2.2 carefully. 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.

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:

1. Awareness on FOSS causes more people to demand for FOSS applications and solutions and as such provide opportunities for any FOSS businesses to flourish
2. Growth of a FOSS Community, which comes with it, more FOSS minds, students, trainers, and advocacy and so on.
3. 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 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. 100,000.00 for the workshop. Trainers would be paid TSH 150,000.00 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	100,000		2,000,000
1.2	Total Income				2,000,000
2	EXPENDITURE				
2.1	Venue with computers	1	100,000		500,000
2.2	Refreshments	23	10,000	230,000	1,150,000
2.3	Lunch	23	15,000	245,000	1,215,000
2.4	Transport for ppts	20	5,000	100,000	500,000
2.5	Stationary	20	5,000		100,000
2.6	Trainers fees	3	150,000	450,000	2,250,000
2.7	Advertising and marketing	1			500,000
2.7	Total Expenditure				6,115,000
	Contingencies / accidentals 10%				600,000
2.8	TOTAL				6,715,000

(1 USD \$ = TSH. 1,300.00)

Answer

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 FOSS workshop to market the concept and the training.

Pitch for short course raining 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

(e)Attitude

(f)Eagerness to learn

(g)Reasons why participants want to get the training

(h)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

Cost per individual will be R8 000 excluding VAT

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 FOSS Business Models
2. African Business Models Case Studies
3. Communicating FOSS
4. Business Skills
5. FOSS Business Knowledge and Skills
6. FOSS Training Business

Sponsorship

- Established FOSS 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.

TEST Module 6

1. Below are some of the winning combinations of an "ideal" FLOSS trainer. Which one is not? Ability to engage participants and relate content to their situation.

- (a) Winning personality and ability to communicate.
- (b) Practical experience in FLOSS applications.
- (c) Ability to program in Java and Visual Basics

2. Which one of the following is not one of the three types of training interventions for FLOSS Trainers discussed in module 6.1?

- (a) Those who have the technical knowledge of FLOSS packages and have been using certain packages, but have not conducted any training of any nature.
- (b) Those who have the knowledge and skills on how to conduct ICT training for adults which they might have acquired through self-learning or having had

attended a course, but have not conducted any FLOSS training. Instead, they have conducted training in proprietary software.

- (c) Those who have no jobs and they want to occupy themselves
- (d) Those who have conducted FLOSS training courses and have the knowledge and skill on how to conduct training, but have not trained other trainers

3. Why is it important that trainers use the software they will be training?

- (a) Helps them become conversant with features and functionalities that the software provides and can transmit this knowledge to their trainees.
- (b) Helps them boast of the knowledge they have about the software
- (c) Helps them deliver the training within the shortest time possible
- (d) Helps them be liked by the trainees

4. Trainers should see training as a stage production: which of the following is not part of the stage production aspects?

- (a) There is the audience (participants).
- (b) There is a stage (training room).
- (c) The performance by the actor (trainer conducting the course).
- (d) The performance by the audience (Shouting)

5. Selection of candidates for FLOSS training can be done using the following criteria except.....

6. Below are some of FLOSS certification recognisable in many countries. Which one is not very recognizable when it comes to FLOSS training?

7. Below is a list of some of the steps involved in the design of a course/curriculum. Which one is weak compared to the others in the list?

8. Why should the development of FLOSS training content take cognisance of the commercial world for proprietary software?

9. The Diverger is described by the following except:

10. The Converger is described by the following except:

Final Quiz For all the Modules

Question 1 : Who is termed "father of the GNU Project"

- (a) Andrew S. Tanenbaum
- (b) Richard Stallman
- (c) Linus Torvalds
- (d) Bill Gates

Question 2 : Why is it important that trainers use the software they will be training?

- (a) Helps them be liked by the trainees.
- (b) Helps them become conversant with features and functionalities that the software provides and can transmit this knowledge to their trainees.
- (c) Helps them boast of the knowledge they have about the software
- (d) Helps them deliver the training within the shortest time possible

Question 3 : Which benefit/limitation applies to Open standards?

- (a) Inefficient use of existing resources
- (b) Lack Flexibility
- (c) Fewer options and thus less opportunities to optimise
- (d) Lower and manageable risk

Question 4 : Which of the following definition best describe Open Content ?

- (a) Describes content that has been put at a pool for all to access just for reading but not for any modification
- (b) Describes any kind of creative work published in a format that explicitly does not allow copying and modifying of its information by anyone, exclusively by a closed organization, firm or individual
- (c) Describes any kind of creative work published in a format that explicitly allows copying and modifying of its information by anyone, not exclusively by a closed organization, firm or individual
- (d) Describes open content for only business community

Question 5 : How are FOSS brand names protected?

- (a) Through licenses such as GPL3
- (b) By an online community surveillance scheme
- (c) By placing product keys on application
- (d) FOSS brands are never protected and are open for use by anyone

Question 6 : How effectively do you manage your leads?

- (a) I contact every lead and stay in contact until they are mine or I discard them.
- (b) I am following up on enough leads to achieve the level of production I want but there are always more leads that are not followed up on.
- (c) There are many leads that I don't follow up on or lose after the first contact
- (d) Only responds to their calls

Question 7 : How strong is your service to your clients?

- (a) I will ask for their request only
- (b) I maintain good contact with my clients until an offer is accepted and then I lose touch.
- (c) My sellers call me before I call them, my buyers often leave me, and I am embarrassed to call after closing because I've lost touch.
- (d) I speak to my listed sellers, my pending clients, and my motivated buyers at least weekly on schedule.

Question 8 : Which of the following is an important strategic decision a company needs to make

- (a) Business Location
- (b) Which staff to employ
- (c) Name of the Company
- (d) Choosing your clients and market

Question 9 : What are the obstacles, if any, you might perceive in people not wanting to attend FLOSS training courses?

- (a) Lack of knowledge on open source software
- (b) Poor marketing by FLOSS trainers
- (c) Most enterprises still do not use FLOSS tools and services
- (d) Over pricing of training fees

Question 10 : Given that your cash flow projection of your FOSS business indicates a negative cash flow six months down the line, the FIRST remedy would be to:

- (a) Bring your cash flow projection back into "positive" by increasing sales, cutting costs and obtaining financing.
- (b) Attempt to sell the business.
- (c) Begin looking for alternative business opportunities.
- (d) Create a new cash flow statement

Question 11 : In doing business branding is considered a very important undertaking. What is brand names are primarily used to achieve

- (a) Show consumers you own the product.
- (b) Spice up the image of a product.
- (c) To help identify your product.
- (d) To help consumers select a product/service.

Question 12 : Which of the following statements is incorrect?

1. Public Relations is the act of managing information flow between an organization and the public
2. Media Relations refers to way the media manages its relationships with the general public in order to safe guard its reputati
3. Public Relation may consist of activities an organization may involve itself in with the intention of promoting a positive relationship or image with its customers or indeed any members of the public
4. Public Relation could lend organization important media publicity at low or no costs at all

Question 13 : Some of the major problems encountered by many FOSS companies in Africa are

1. Finding Free and Open Source Software that fit for their businesses
2. Skilled work force that is willing to work for a low salary

3. Acquisition of capital for investment
4. Finding clients for their products

- 4
- 2 and 3
- 2,3 and 4
- 4

Question 14 : Selection of candidates for FLOSS training can be done using the following criteria except

- 1.Role/function in organization
- 2.Educational background
- 3.Identified need
- 4.Nepotism

Question 15 : When you are providing FOSS/FLOSS solutions, you are paid for ...

- (a)Business goodwill
- (b)Qualification
- (c)Service
- (d)Product

Question 16 : Initiating a new business involves considerable risk, as well as an effort to overcome all the against innovative ideas.

- 1.Inertia
- 2.Pressure
- 3.Attitude
- 4.Protest

Question 17 : Defining a revenue model for your FOSS business will help you to do the following except

- (a)Stay focused on a niche and a target audience
- (b)Give you a foundation for your product or service development plans
- (c)Give you a good basis for accounting
- (d)Provide a foundation for your marketing plans

Question 18 : Why is it important to have course materials developed using indigenous languages?

- (c)To attract more audience/participation from local communities
- (d)To compete with course materials in foreign languages
- (e)To raise money during translation processes
- (f)To adhere to government policies

Question 19 : As a trainer, one should prepare in three key areas, which ones are they?

Hint: This is a multiple answer question!

- (a)Yourself
- (b)The classroom
- (c)Fighting
- (d)The content

Question 20 : One way to create FLOSS market is by persuading existing ICT users. Which one of the following statements misrepresents the act of persuasion?

- (a) Showing what others are doing
- (b) Showing frightening accounts of users of rival products, services
- (c) Showing user generated views
- (d) Showing scarcity of goods or services

Question 21 : What do advocacy initiatives ultimately try to achieve?

- (a) Agitate public resentment against government
- (b) Influence customer choices
- (c) Resolve political differences
- (d) Policy change

Question 22 : What is Network effects?

- (a) The phenomenon that describes how Products in a network increase in value to users as the number of users decreases
- (b) The phenomenon that describes how Products in a network increase in value to users as the number of users increases
- (c) The phenomenon that describes how Products in a network decrease in value to users as the number of users increases

Question 23 : In business a Marketing Mix consists of:

- (a) Product, Price, Place, Promotion
- (b) People, Products, Price, Place
- (c) Price, Promotion, Advertising, Place
- (d) Process, People, Physical Evidence, Product

Question 24 : All free software is freeware and all freeware is free software.

- (a) True
- (b) False

Question 25 : S.W.O.T analysis is predominantly used to:

- (a) Determine the sales of an organisation.
- (b) Determine the capabilities of the organisation.
- (c) Assess whether an organisation should
- (d) Determine whether new products work or not.

Question 26 : For this question please match the software to the appropriate group

- | | |
|-------------------------|--------------------------|
| 1. Internet Browser | A. Open Office - Impress |
| 2. Apache | B. World Processor |
| 3. Open Office – Writer | C. Firefox |
| 4. Presentation | |

Question 27 : Which of the following is not a common FOSS business model in Africa?

- FOSS Training
- Consultancy
- System Software Development
- Web Solution Providers

Question 28 : In Business, the term Total Cost of Ownership (TCO) refer to

- License fees, installation cost and maintenance cost.
- Training cost
- Operation cost
- Cost of your fixed Assets

Question 29 : GPL compatible free software license is

- A permissive non-copyleft free software license
- A free software license, and a copyright license
- A free software license, and a copyleft license
- None of the above

Question 30 : Who solves bugs/errors in open source software

- (a)Users
- (b)Developers
- (c)All of the above
- (d)None of the above

Question 31 : The business planning process sometimes fails because

1. The planning process is poorly managed
2. Plans are impractical
3. Planners lack the appropriate skills
4. Lack of government support

- 1 only
- 1 and 2 only
- 1,2 and 3 only
- 1,2,3 and 4

Question 32 : What is product branding?

- Garnishing company logo on your products and services
- Is the proprietary visual, emotional, rational, and cultural image that you associate with a Company or a product
- Constantly displaying and associating your products with other popular products
- An appealing slogan often used to accompany your product advertisement

Question 33 : What are the two licenses available for course material licensing?

- (a)CISCO License and Ubuntu License
- (b)OpenICDL license and Linux Professional Institute Certification License
- (c)Creative Commons and GNU Free Documentation License
- (d)Junior Level Linux Professional and GNU Free Documentation License

Question 34 : In undertaking a FOSS business one of your source of information is secondary data. What is secondary data?

- (a)Data collected from personal interviews.
- (b)Data taken from questionnaires.
- (c)Data collected from published materials.
- (d)Data collected from suppliers.

Question 35 : Join different FLOSS/FOSS communities both physical and online has a basic advantage. Which of the following is true

- (a)It is place where you can show-off your skill
- (b)There is a wealth of skills and knowledge

- (c) Only those who are knowledgeable join
- (d) The community is only online

Question 36 : The following are revenue streams for most FOSS Businesses in Africa except

- (a) Training
- (b) After Sale Support
- (c) Conducting Research
- (d) Advertising

Question 37 : What is the most common reason why people start new businesses?

- (a) To get rich d. To work fewer hours
- (b) Because they don't want to work for someone else
- (c) Because they have no other alternative
- (d) To work fewer hours

Question 38 : As part of the social responsibility of most open source business discussed in Africa do the following except

- (a) Create websites for SME free of charges
- (b) Donate money to Open Source Software projects and communities
- (c) Send back modifications of a source code to FOSS communities
- (d) Undertake seminars to show people how to copy any software

Question 39 : The concept of innovation and newness is now an part of entrepreneurship.

- (a) Intangible
- (b) Integral
- (c) Integrated
- (d) Intelligible

Question 40 : Which of the following are normally included in Open Educational Resources

1. Learning content: full courses, course materials, content modules, learning objects, collections, and journals.
2. Tools: Software to support the creation, delivery, use and improvement of open learning content including searching and organisation of content, content and learning management systems, content development tools, and on-line learning communities.
3. Implementation resources: Intellectual property licenses to promote open publishing of materials, design-principles, and localisation of content.
4. Instructors: Teachers, Lecturers, professors.

- (a) 2,3 and 4
- (b) 1 and 2
- (c) 1,2 and 3
- (d) None

Question 41 : Which of the following statements below best represents reasons why community media may be more useful media channel for SME wanting to promote their goods

and services?

- (a) Community media doesn't charge or levy local people wishing to promote their services
- (b) Community media is much more trusted than national broadcasters
- (c) Customers tend to view SMEs that work with community much more favorably
- (d) Community media's commitment to local development tend to lend support to local businesses

Question 42 : When you lease a space for an office, technical support shop or warehouse, how do you protect yourself from being tied into a lease even if you have outgrown the space?

- (a) Become personal friends with your landlord.
- (b) Plan to add space if necessary at a remote location.
- (c) Provide for this contingency in your lease.
- (d) Plan to sublease your premises and relocate to larger quarters.

Question 43 : Which statement best describes FOSS/FLOSS?

- (a) FOSS applications are not owned by anyone.
- (b) FOSS has the freedom to use, understand, modify and distribute software.
- (c) FOSS is anti-copyright.
- (d) FOSS is just a software or a software development method.

Question 44 : Trainers should see training as a stage production: which of the following is not part of the stage production aspects?

- (a) There is the audience (participants)
- (b) There is a stage (training room)
- (c) The performance by the audience (Shouting)
- (d) The performance by the actor (trainer conducting the course)

Question 45 : Which of the following is not true about doing business in FLOSS

- (a) Help promote economic development
- (b) Help create jobs
- (c) Competing with Proprietary software
- (d) Generating money using FOSS tools and services

Question 46 : Which key stakeholders will probably ask to view the business plan for a new venture

1. Bank
2. Tax Revenue agency
3. Suppliers
4. Investors

- (a) 1 only
- (b) 1 and 4 only
- (c) 2 and 3 only
- (d) 1,2,3 and 4

Question 47 : Sula is interested in FLOSS training. A friend advised him on how to identify opportunities using the any of the strategies below. According to your judgement, which one of the listed ways is the weak

- (a) Identifying popular applications (e.g. by looking at downloads from sourceforge.net and freshmeat.net) used by people and create a training for it
- (b) Waiting for friends to bring news about some training opportunities
- (c) Attending (either actively or passively) ICT conferences, workshops and other events such as Software Freedom Day to

learn about the needs for training

(d)Subscribing to newsletters, mailing lists and participating in relevant forums to learning about their training needs

Question 48 : Most FOSS Businesses provide web-based solution using

(a)SAJO-Sun Microsystem, Apache, Java and Oracle

(b)LNMP–Linux Ngix MySQL Perl

(c)LAMP-Linux Apache MySQL PHP

(d)ASP.NET, IIS and SQL Server

Question 49 : Why are small businesses important to a country's economy

1. They provide employment
2. They can provide specialist support to larger companies
3. They can be innovators of new products
4. They provide competition to large companies

(a)1,2 and 3 only

(b)1 only

(c)1,2,3 and 4

(d)1 and 3 only

Question 50 : Below are some of the winning combinations of an "ideal" FLOSS trainer. Which one is not?

(a)Winning personality and ability to communicate.

(b)Practical experience in FLOSS applications

(c)Ability to program in Java and Visual Basics

(d)Should be a Certified Technical Trainer (CTT+) certified