

UNIVERSITI TEKNOLOGI MARA

**A STUDY OF
OSS READINESS IN GOVERNMENT OF
MALAYSIA**

ISNORMARIA BINTIISHAK

IT Project submitted in partial fulfillment of the requirements for the degree
of

Master of Science (Information Technology)

Faculty of Computer and Mathematical Sciences

July 2014

ABSTRACT

YAB Dato' Sri Mohd.Najib Bin Tun Haji Abdul Razak, the Prime Minister Of Malaysia recently inspires all government servant to practice eleven step of cost cutting in a move to prudent spending (Razak Ahmad, 2013). Although IT is not involved in the step, this entity actually can contribute even more to realize the mission. Unfortunately, the misuse of procurement budget can badly implies to a waste of development especially in ministries. Open Source Software (OSS) Program can drive the management to achieve cost savings and at the same time can contribute to develop creative and innovative culture. The same efforts as needed by the prime minister should be placed on every government servant to implement OSS. Thus, to achieve the goals, all 25 ministries in Government of Malaysia should be ready to migrate to the Open Source Solution. Hence, this project was aimed to conduct a study to determine the level of OSS readiness as well as to find the best recommendation to implement OSS solution. The scope has been extended to cover 25 ministries and the best methodologies has been identified to assess the ministries. This project finally has identified nine ministries with higher level of OSS readiness. Five recommendations of solution also has been recognized to be implemented in the ministry.

Key words: Open Source Software, OSS Readiness, OSS Adoption, Recommendation Of OSS Adoption, OSS

ACKNOWLEDGEMENT

In name of Allah S. W. T, The most Gracious, The Most Beneficent and The Most Merciful Creator, I seek His blessing on His Prophet Muhammad S. A. W.

First and foremost, I would like to express my deepest gratitude to Allah S.W.T the Most Gracious and Most Merciful for allowing this project to be completed. I also sincerely would like to express my gratitude to my supervisor, Dr Fariza Hanis Bt Abdul Razak for the guidance, concern, continuous advice, and encouragement for this project. I would also like to give out my big thanks to my colleagues for their supports, opinions, suggestions, and assistances along my project development and report writing. To my mom who helps a lot in producing this report by giving unconditional love and full of support. To my beloved husband and children, millions of thanks for all supports and loves that you have given to me. Last but not least, to individual who directly or indirectly involved in this project which I failed to mention in this acknowledgement, my sincere thanks and may Allah S.W.T repay all the kindnesses.

Table of Contents

	Page
STUDENT'S DECLARATION	i
ABSTRACT	ii
ACKNOWLEDGEMENT	iii
TABLE OF CONTENTS	iv
LIST OF TABLE	viii
LIST OF FIGURES	viii
CHAPTER ONE : INTRODUCTION	
1.1 Introduction	1
1.2 Problem Background	4
1.2.1 Vendor Lock-In	5
1.2.2 Less Cooperation From Top Management	6
1.2.3 Too Comfortable with Current Proprietary Support	6
1.2.4 Lack Of Knowledge	7
1.3 Objectives	7
1.4 Scope	8
1.5 The Significance	8
1.5.1 Increase Choice of Software Usage	9
1.5.2 Increase Interoperability	9
1.5.3 Increase Competency and Innovation	10
1.5.4 Reduce Total Cost of Ownership	10
1.5.5 Reduce Vendor Lock-in	11
1.6 Report Outline	11
CHAPTER TWO : LITERATURE REVIEW	
2.1 Introduction	13
2.2 Open Source in Malaysia	14
2.2.1 Open Development Model	14
2.2.2 Enabling enhanced public service delivery with OSS	15

2.2.3	Using OSS to Enable IMalaysia: People First, Performance Now	16
2.3	Open Source : Towards Successful Systems Development Projects in Development Countries	17
2.4	Open Source Software Key Benefits	18
2.4.1	Security	18
2.4.2	Retain Control	18
2.4.3	Quality	19
2.4.4	Cost	19
2.4.5	Standards	20
2.5	Worldwide View of Open Source	20
2.6	Readiness methodology	21
2.7	OSS Readiness	22
2.8	OSS Readiness in Uganda	23
2.9	OSS Readiness in India	24
2.10	OSS Readiness in Indonesia	25
2.11	Migration to the new solution	27
2.12	Conclusion	30

CHAPTER THREE : METHODOLOGY

3.1	Introduction	31
3.2	Research Methodology	32
3.2.1	Planning	32
3.2.1.1	Research Strategy	33
3.2.1.2	Sampling Population	43
3.2.1.3	Research Design	44
3.2.2	Data Gathering	46
3.2.3	Data Analysis	47
3.2.4	Documentation	48
3.3	Conclusion	48