



Open Source Technologies in Hungarian Public Administration

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Who we are

- ✓ The National Infocommunications Service Company Ltd. (NISZ) is the leading ICT provider in the public sector in Hungary.
- ✓ Telecommunications, IT and e-government services for all public institutions, 4 million citizens and more than 500.000 companies
- ✓ The company employs more than 1.600 full time employees
- ✓ Operates the most secure, critical ICT networks
- ✓ Important participant in the implementation of large-scale national IT and e-government development projects funded by the European Union and the Hungarian Government



WHAT INDUCED THE CREATION OF THE REGULATED ENVIRONMENT?

2012 - Established the E-Public Administration Open Source Competence Center

Goals;

- ✓ Increasing the share of open source applications, reduce license fees
- ✓ Increase the interoperability of systems during development
- ✓ Higher quality services
- ✓ Eliminate vendor dependency
- ✓ Audited solutions at 'source code level'
- ✓ Bigger scope for the national IT developer competence
- ✓ Conscious education and training

WHY IS TOPIC THE OPEN SOURCE?

- ✓ 1236/2016. Government Decree (V. 13.) on the measures necessary for the public distribution of software based on open standards and open source
- ✓ 1604/2016. Government Decree (XI. 8.) on the distribution of open source software in the public sector and the necessary measures for the distribution of open source software based on the open standards 1236/2016. Government Decree (V. 13.) on certain tasks arising from the implementation

NECESSARY NATIONAL MEASURES

- ✓ Legal and economic cooperation
- ✓ Public education cooperation agreements

NECESSARY ORGANIZATIONAL CHANGES

- ✓ NISZ organizational changes - supplement of the missing expertise
- ✓ Implementing Change Management and Incident Management – reduce repair time
- ✓ Release management by industrial standards
- ✓ Specialized applications – ease the transition

CURRENT SITUATION

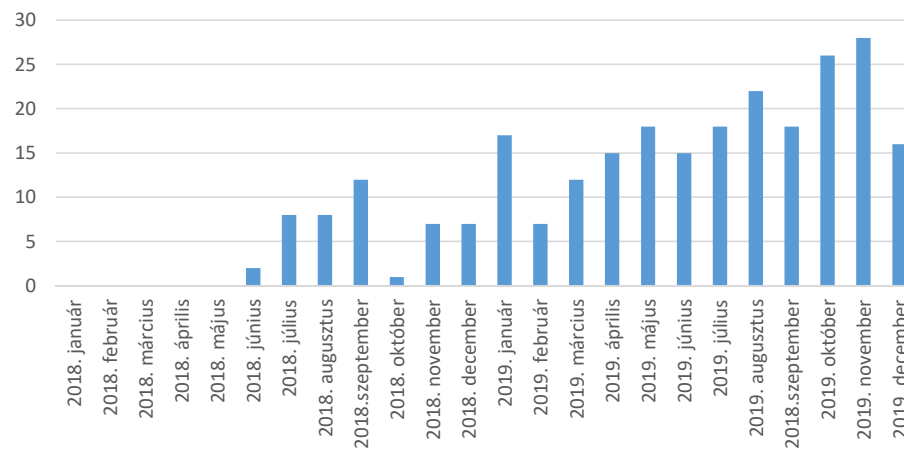
- ✓ 10 333 workstations
- ✓ 342 LibreOffice active users
- ✓ Software bugs detection – international successes



RESULTS

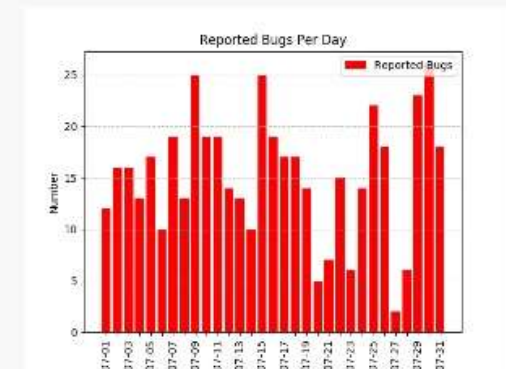
- ✓ Open Source Information Systems Group (target: 19 members)
- ✓ 436 Writer and Calc ticket, decreasing trend
- ✓ 2019. - bug repair target: 150 vs. result: 212

Bug repair statistics



Top 10 Reporters

1. NISZ LibreOffice Team (24)
2. Roman Kuznetsov (22)
3. andreas_k (16)
4. Xisco Faulí (13)
5. Robert Großkopf (12)
6. Konstantin Kharlamov (12)
7. Telesto (9)
8. canned (8)
9. Adalbert Hanßen (7)
10. Aron Budea (5)



TARGET

- ✓ Competence Center
- ✓ Education: <http://szoftverm.hu> – expansion
- ✓ What is beyond office software?
- ✓ On the server side, we operate 70% on open source systems
- ✓ Effective background support
- ✓ Introduction of testing support and user satisfaction measurement
- ✓ Began the e-learning development based on SCORM standard

CHANGE OF ATTITUDE

- ✓ „Overcome the rote” - Is there a convenience or a functional reason for change difficulties?
- ✓ Terminate the parallel operations in Open Source scopes
- ✓ Cooperation with the State Center for Application Development



Thank you for attention!
