TELKOM

To Open Source or Not to Open Source:
CIO Strategy and Migration Methodology

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GCOS-2009, Jakarta, 26 October 2009

Agenda

- **Background**
- OSS Readiness
- OSS Utilization & Implementation

Technology Trend

The Top 10 Technologies

Open Source

Virtualization

Information Access

Ubiquitous Computing

Service Registries and Repositories

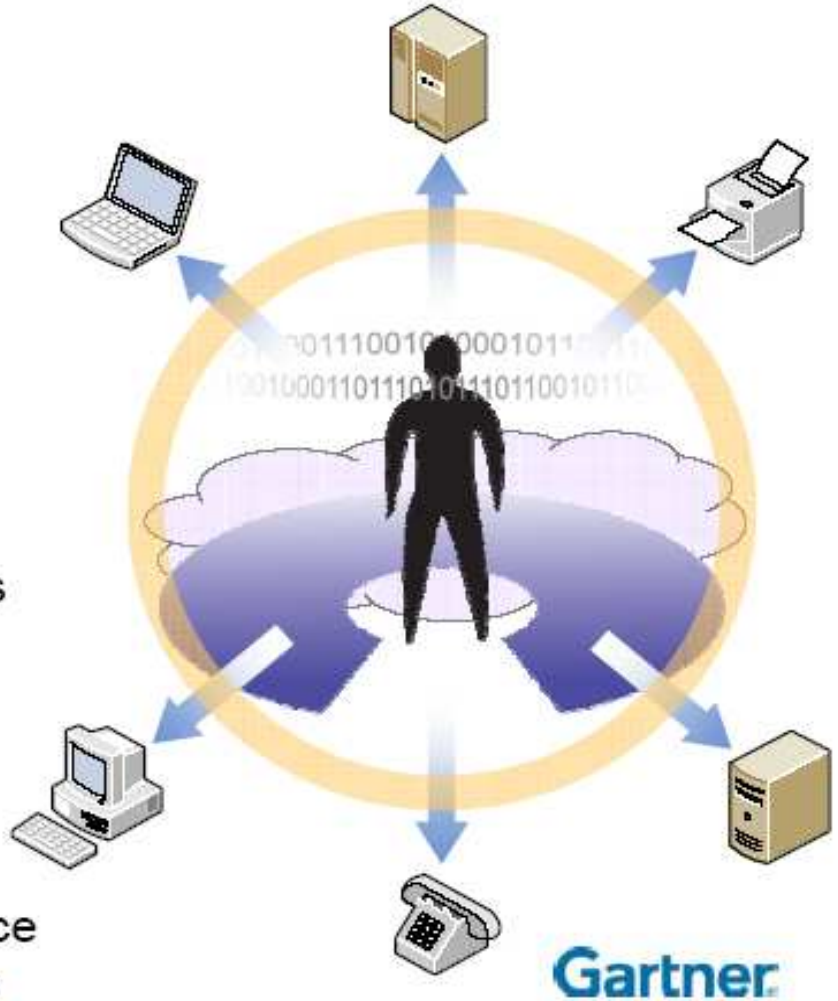
Business Process Management Suites

Enterprise Information Management

Web 2.0 – AJAX Rich Clients

Web 2.0 - Mashup Composite Model

Communities and Collective Intelligence



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Reasons of Using Open Source in Asia Pacific Corporation

- Easy access of source code.
- Open source network support.
- No software evaluation and usage difficulties.
- Low “vendor lock-in”.

Source: IDC, 2008

Good Governance Issues

- Building a strong **corporate image** by deploying **legal software**
- A **license** governing every software
  - Intellectual property right (IPR)
- **Legal compliance** issues among users
  - Be legal (buy only **licensed software**), or
  - Open Source Software (OSS) as solution

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TELKOM OSS Initiation

1. In line with IT global trends – Paradigm transformation from ”**total cost**” to ”**total value**” → shifting the focus of IT value from ”**business value**” to ”**public value**”

2. **Government initiatives** on using OSS

3. TELKOM’s **OSS desktop implementation** begin with small scale in 2005.

TELKOM Challenge

- Standardization collaboration format
- Lack of familiarity (user)
- Compatibility
- Implementation Roadmap
- Community development
- Limited warranty

TELKOM Strategic Approach

- Only adopt proven / **mature OSS** functionalities technology.
- Establish an open source **community** in TELKOM
- Intensive Awareness & **Trainings**
- More focus on client computing / **desktop oriented**
- **Limited use** in core applications
- Start from community/unit before enterprise-wide deployment and segmenting based on user profile.
- Standardization: Standard Operating Environment, Standard Software Catalogue.

Guidelines for Using OSS

- Create a company policy
  - Legal
  - Business
  - Community
- Communicate
  - Customers
  - Partners
  - Community
- Monitoring & Evaluation
  - Awareness Survey
  - Desktop Management Tools

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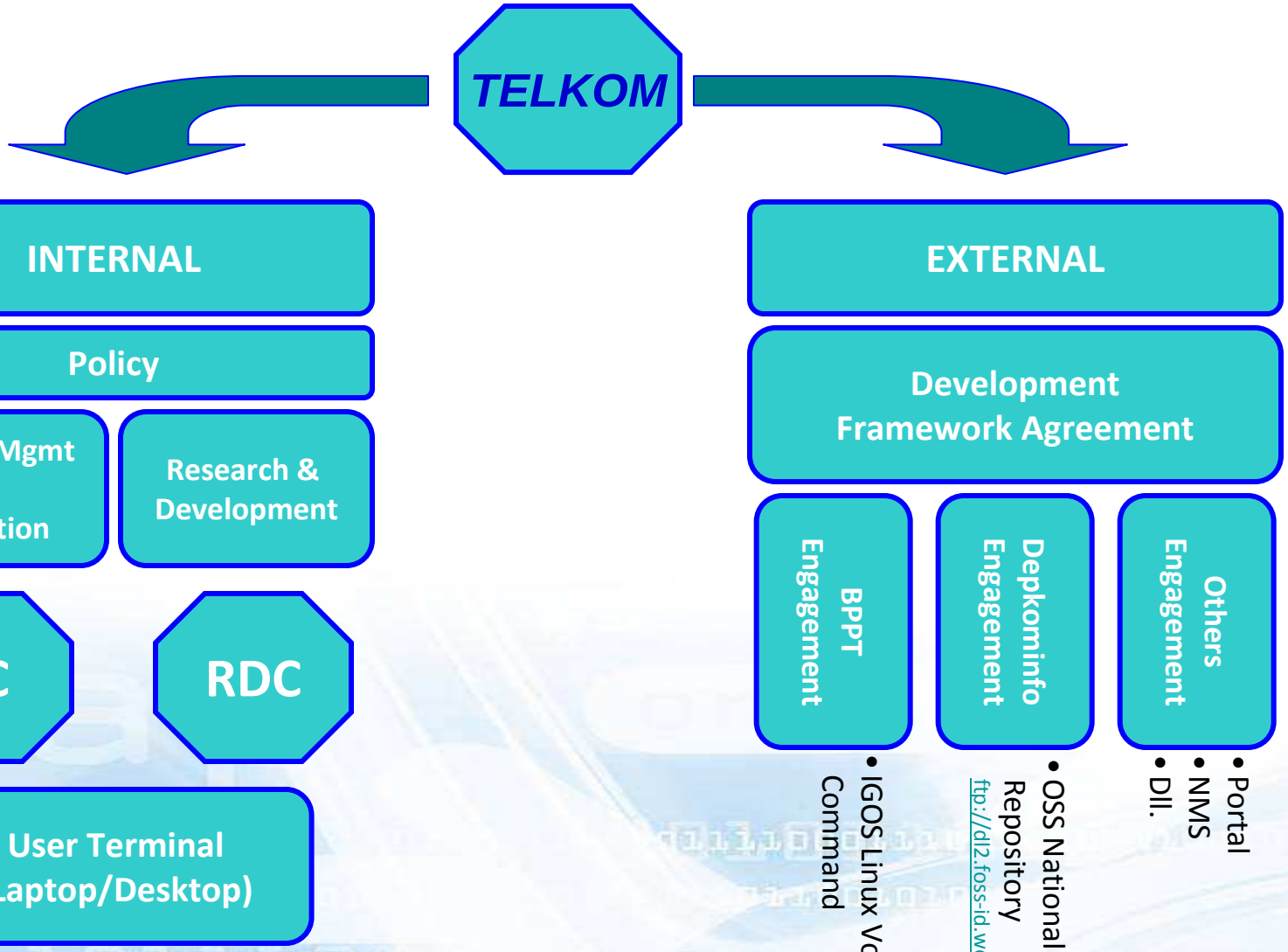
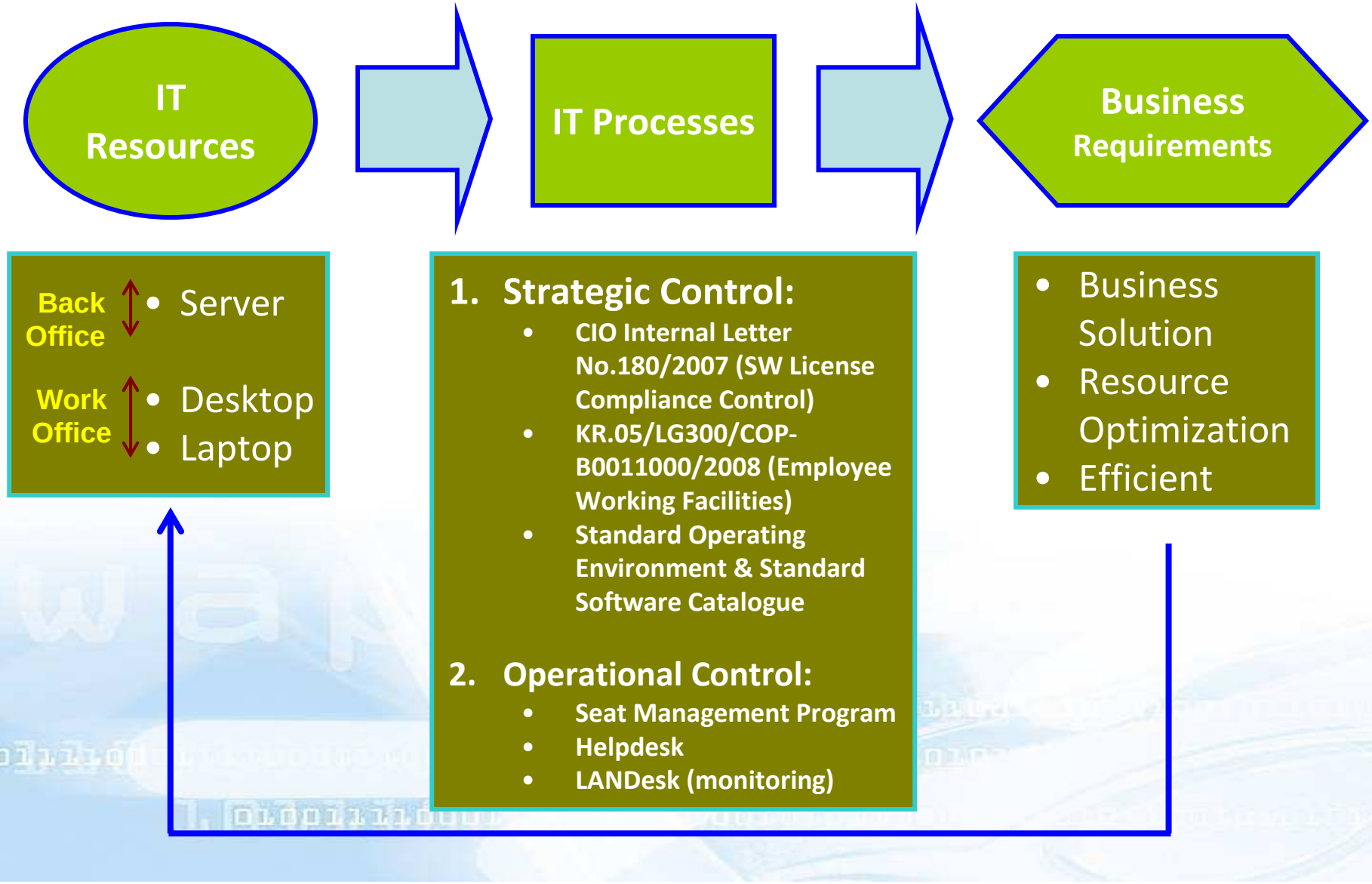
TELKOM Initiatives

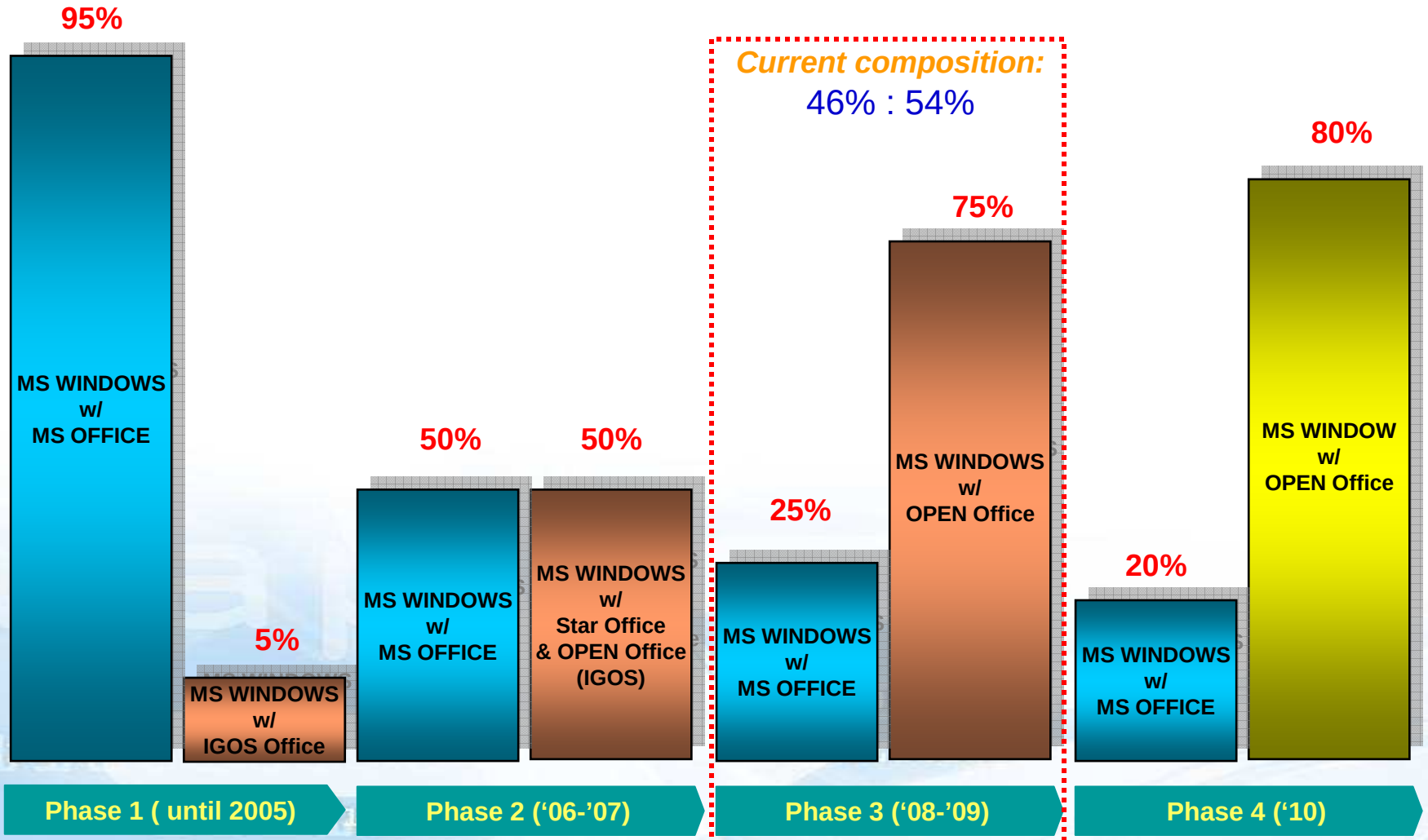


TELKOM OSS Implementation Framework



OSS Implementation Roadmap & Status

Seat Management



TELKOM OSS Adoption

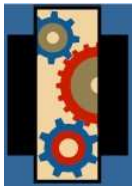
- **Radius**
  - FreeRadius, implemented at 48 sites / cities for Speedy Radius Database
  - MySQL , implemented at 48 sites/ cities for Speedy Radius Internet Service
  - DNS BIND 9.x, implemented for Telkom internal DNS system
  - PROXY SQUID 5.x, implemented for Telkom internal PROXY system
- **Operating Systems**
  - Linux, for CCBS
- **Desktop**
  - Open Office 2.4,
  - Thunderbird 2.x, email
  - Firefox 3.x, browser

TELKOM proud to use OSS…

MRTG is our tool for measuring network & server performance

Squid for reliable proxy to deliver internet service over 1.5 million customer.

Without compromise we using Java technology for enterprise application



To deliver Naming Service (DNS) over more 1.5 million customers we just rely on BIND

Our high performance web server with very intensive hit just running on Apache. PHP. MySQL & Tomcat

Behind Notes™, we running robust Postfix as SMTP Engine to deliver messages over 30.000 employee & 1.5 million customers

Linux & FreeBSD, the cute operating system for running our Web Hosting services

http://en.wikibooks.org/wiki/Open_Source
http://open.telkom.co.id

TELKOM Lesson Learn

- **Top → Down Policy is required**, as implementation force.
- **Adequate helpdesk support is required.**
- **Training of Trainer is required.**
- **Implementation is done in staged**, equipped with unit scale pilot project.
- **OSS Community Facilities is required,** well managed national / regional / TELKOM wide coverage, for OSS information sharing.

Telkom Indonesia

Спасибо
Russian

ありがとうございました
Japanese

Gracias
Spanish

நன்றி
Tamil

Obrigado
Brazilian Portuguese

Terima Kasih

감사합니다

Grazie
Italian

Merci
French

Danke
German

Thank You
English

شكراً
Arabic

多謝
Traditional Chinese

ขอบคุณ
Thai

धन्यवाद
Hindi