



ONAP Instant Messaging Survey

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Background

- Some calls for a better Instant Messaging solution
- Key Challenges:
 - Communications culture
 - Company firewalls
 - Government firewalls
 - Personal preferences/biases for/against specific solutions or utilization model

Stop me if you have heard this before . . .



Survey overview

Jan 9 – Jan 17

Areas of focus-

- What is important to the user?
- What does the community's experience look like?
- Where is the sweet-spot in terms of addressing the need?
- What is the likelihood of success?

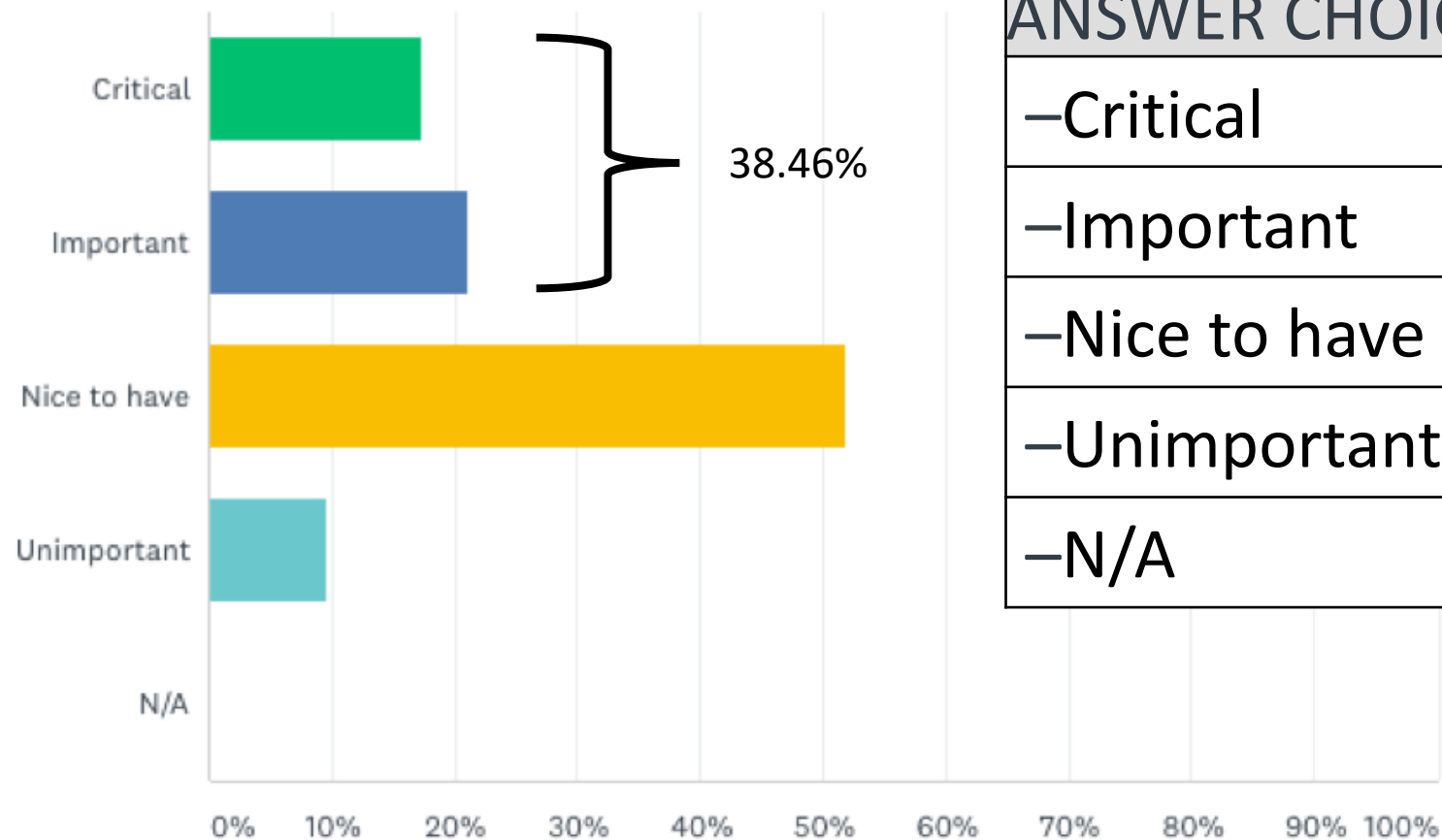
52 responses out of 891 recipients == 5.8% response rate

Q1 Rate the level of importance TO YOU for instant messaging for each area.

| | MY TOP PRIORITY | VERY IMPORTANT TO ME | SOMEWHAT IMPORTANT TO ME | NOT IMPORTANT TO ME | DON'T KNOW |
|-------------------------------------------------|-----------------|----------------------|--------------------------|---------------------|-------------|
| Developer/Team | 44.23% 23 | 38.46% 20 | 11.54% 6 | 3.85% 2 | 1.92% 1 |
| Developer/Developer | 40.38% 21 | 36.54% 19 | 13.46% 7 | 7.69% 4 | 1.92% 1 |
| Team/Community | 19.23% 10 | 36.54% 19 | 28.85% 15 | 13.46% 7 | 1.92% 1 |
| TSC/Community | 13.46% 7 | 28.85% 15 | 28.85% 15 | 19.23% 10 | 9.62% 5 |
| facilitating/capturing meeting minutes | 9.62% 5 | 28.85% 15 | 28.85% 15 | 28.85% 15 | 3.85% 2 |
| Broadcast communications | 11.54% 6 | 13.46% 7 | 48.08% 25 | 25.00% 13 | 1.92% 1 |
| Automated status updates from development tools | 13.46% 7 | 17.31% 9 | 30.77% 16 | 36.54% 19 | 1.92% 1 |
| facilitating/capturing voting information | 7.69% 4 | 19.23% 10 | 32.69% 17 | 38.46% 20 | 1.92% 1 |
| LF/Community | 7.69% 4 | 19.23% 10 | 36.54% 19 | 25.00% 13 | 11.54% 6 |

Q2 The ability to send an IM to the ONAP community from your mobile device is:

d: 0

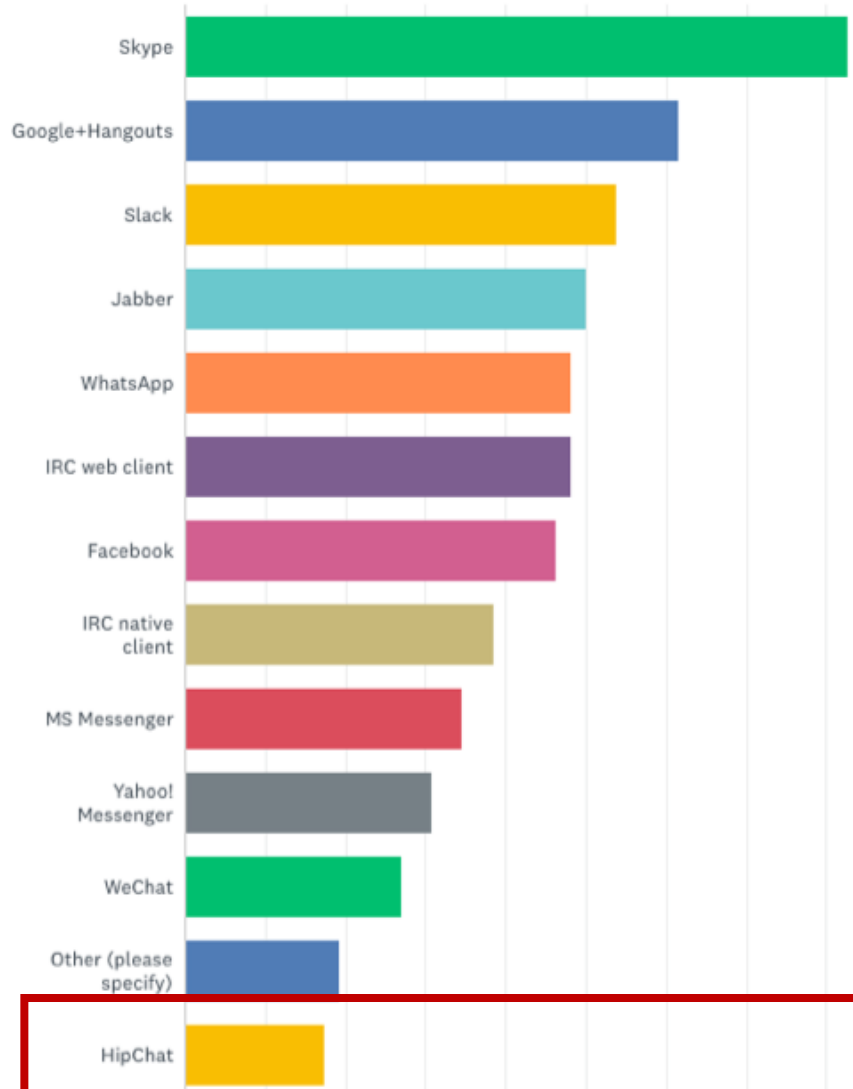


| ANSWER CHOICES— | RESPONSES— |
|-----------------|------------|
| –Critical | 17.31% 9 |
| –Important | 21.15% 11 |
| –Nice to have | 51.92% 27 |
| –Unimportant | 9.62% 5 |
| –N/A | 0.00% 0 |

Q3: Which browser(s) can you use on your business computer?

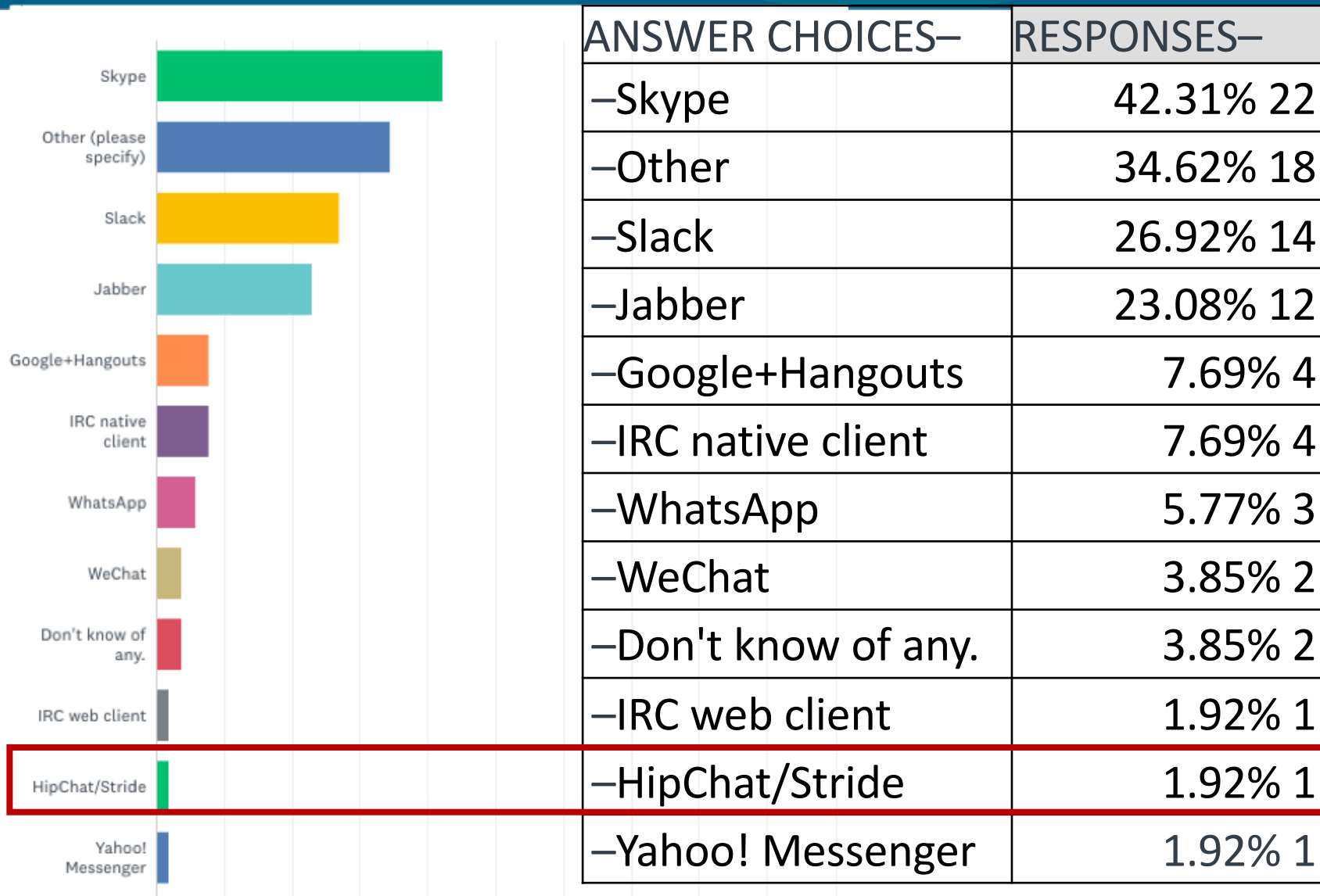
| | MY DEFAULT BROWSER | PERMITTED TO USE | CANNOT USE | UNKNOWN | TOTAL |
|-------------------|--------------------|------------------|--------------|--------------|-------|
| Chrome | 56.00% 28 | 44.00% 22 | 0.00% 0 | 0.00% 0 | 50 |
| Firefox | 36.36% 16 | 63.64% 28 | 0.00% 0 | 0.00% 0 | 44 |
| Internet Explorer | 15.91% 7 | 56.82% 25 | 27.27% 12 | 0.00% 0 | 44 |
| Safari | 15.79% 6 | 42.11% 16 | 21.05% 8 | 21.05% 8 | 38 |
| Edge | 6.06% 2 | 33.33% 11 | 36.36% 12 | 24.24% 8 | 33 |
| Opera | 2.86% 1 | 40.00% 14 | 17.14% 6 | 40.00% 14 | 35 |

Q4: Which IM tools have you used before? (Includes personal and business)



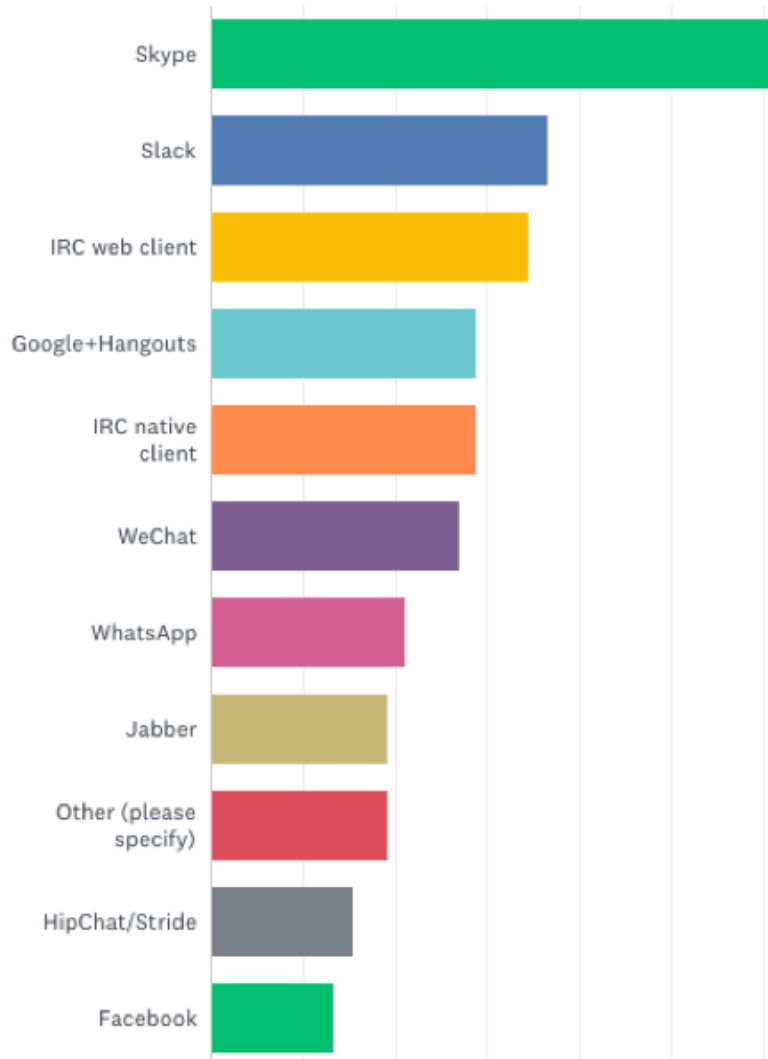
| ANSWER CHOICES– | RESPONSES– |
|--------------------|------------|
| –Skype | 82.69% 43 |
| –Google+Hangouts | 61.54% 32 |
| –Slack | 53.85% 28 |
| –Jabber | 50.00% 26 |
| –WhatsApp | 48.08% 25 |
| –IRC web client | 48.08% 25 |
| –Facebook | 46.15% 24 |
| –IRC native client | 38.46% 20 |
| –MS Messenger | 34.62% 18 |
| –Yahoo! Messenger | 30.77% 16 |
| –WeChat | 26.92% 14 |
| --Other | 19.23% 10 |
| –HipChat | 17.31% 9 |

Q5: Which IM tools does your company use for INTERNAL communication?



Over ½ of Other listed an in-house system “Q”

Q6: What IM tools are permitted to communicate with people OUTSIDE of your company?

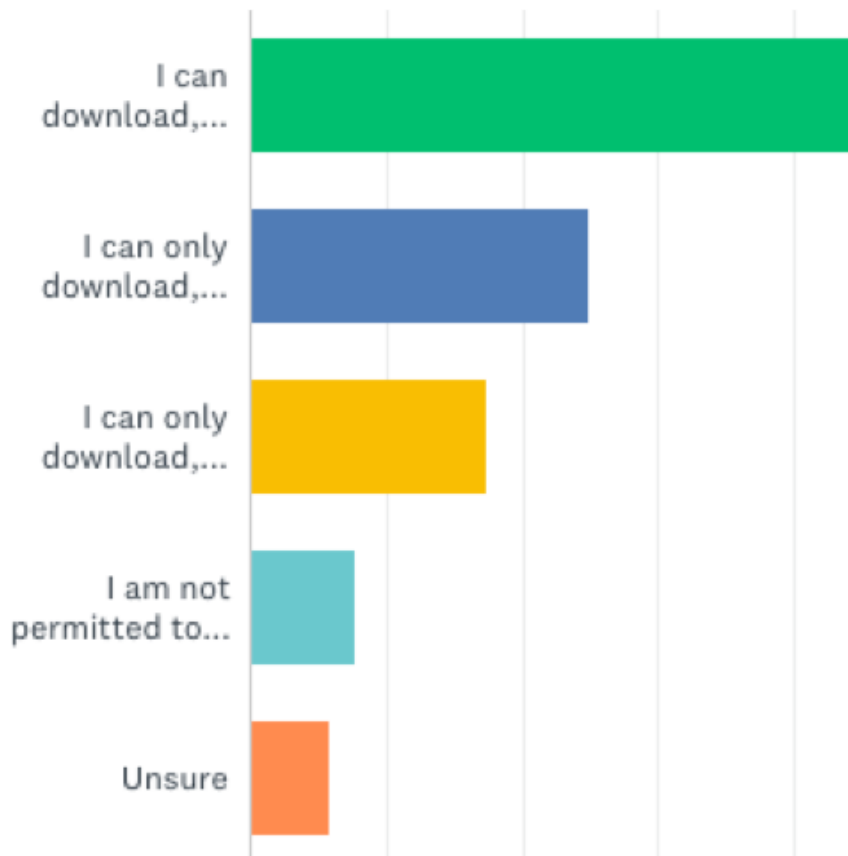


| ANSWER CHOICES— | RESPONSES— |
|--------------------|------------|
| –Skype | 61.54% 32 |
| –Slack | 36.54% 19 |
| –IRC web client | 34.62% 18 |
| –Google+Hangouts | 28.85% 15 |
| –IRC native client | 28.85% 15 |
| –WeChat | 26.92% 14 |
| –WhatsApp | 21.15% 11 |
| –Jabber | 19.23% 10 |
| –Other | 19.23% 10 |
| –HipChat/Stride | 15.38% 8 |
| –Facebook | 13.46% 7 |

Only 4 responses were “None permitted”

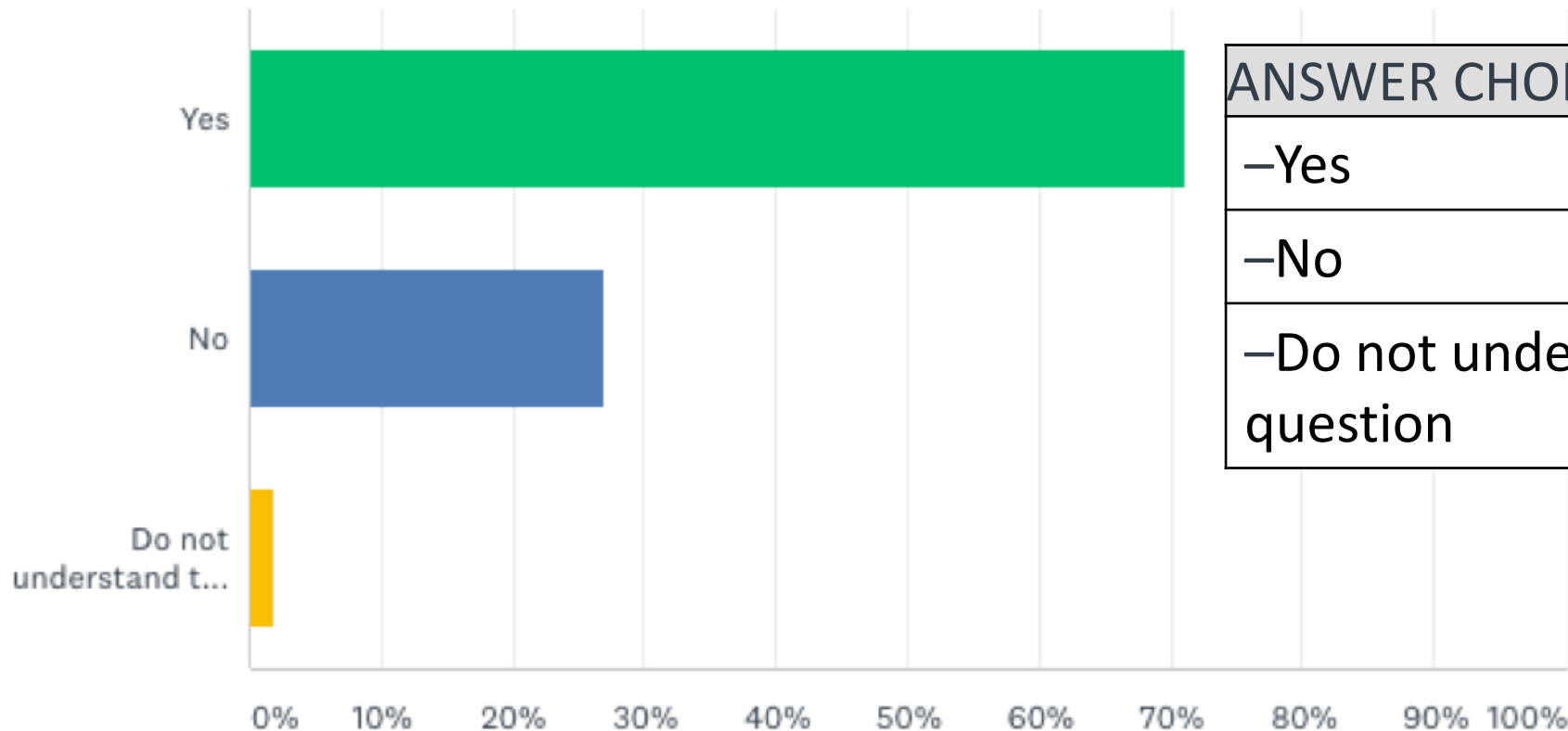
Split 3 each among “All”, “HTTP only” and “I don’t know”

Q7: Does your company allow you to install 3rd party applications on your business computer?



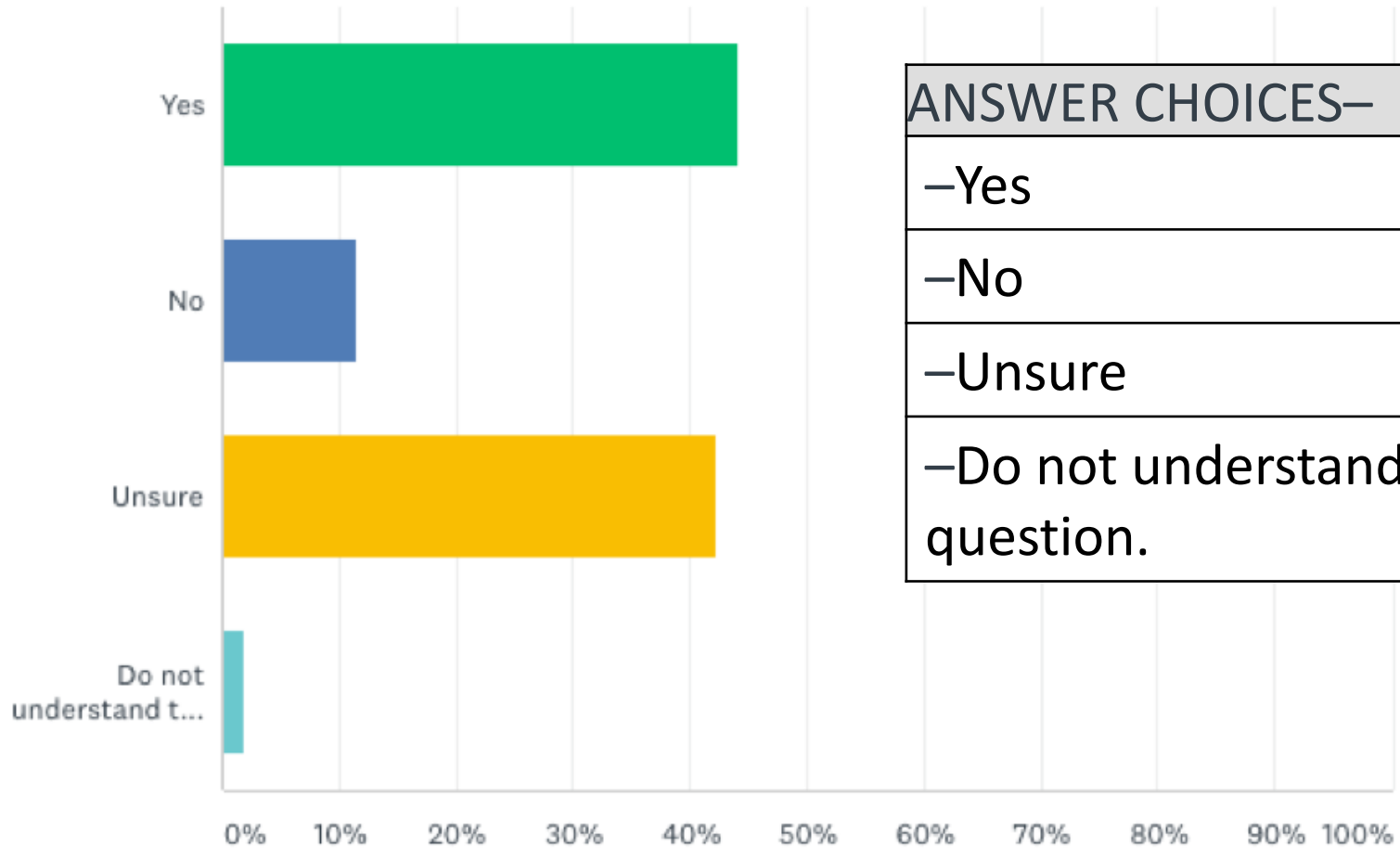
| ANSWER CHOICES | RESPONSES |
|---------------------------------------------------------------------------------------------|-----------|
| -I can download, install and use any 3rd party application I need to. | 44.23% 23 |
| -I can only download, install and use applications from approved 3rd party sites. | 25.00% 13 |
| -I can only download, install and use applications from my IT department. | 17.31% 9 |
| -I am not permitted to download, install and use any application that is not pre-installed. | 7.69% 4 |
| -Unsure | 5.77% 3 |

Q8: Do you know the process for requesting an exception for application installation and/or firewall rule changes with your company's IT department?



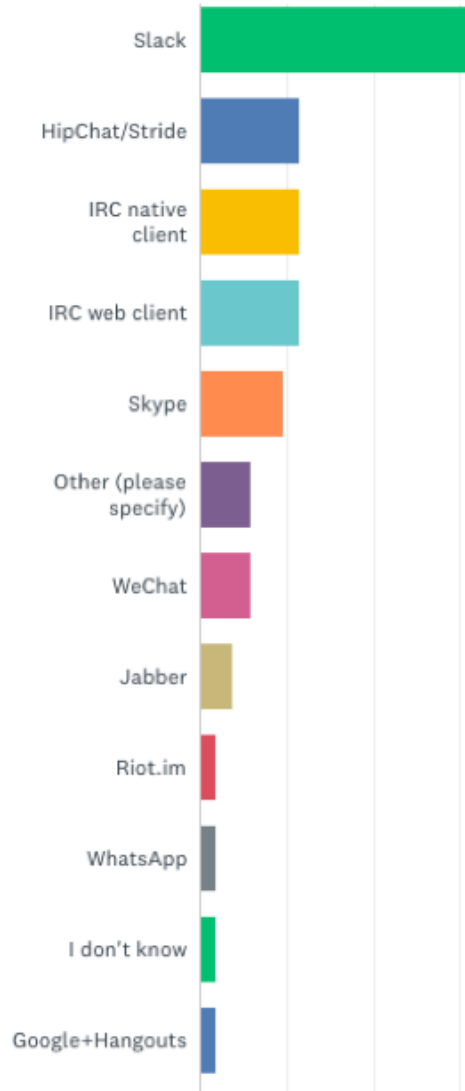
| ANSWER CHOICES | RESPONSES |
|--------------------------------|-----------|
| Yes | 71.15% 37 |
| No | 26.92% 14 |
| Do not understand the question | 1.92% 1 |

Q9: If executive level support/sponsorship is required to get an application /firewall exception granted do you believe that your executive would support your request?



| ANSWER CHOICES— | RESPONSES— |
|----------------------------------|------------|
| —Yes | 44.23% 23 |
| —No | 11.54% 6 |
| —Unsure | 42.31% 22 |
| —Do not understand the question. | 1.92% 1 |

Q10: If the decision was yours alone, the IM solution for ONAP would be:



| ANSWER CHOICES | RESPONSES |
|--------------------|-----------|
| –Slack | 30.77% 16 |
| –HipChat/Stride | 11.54% 6 |
| –IRC native client | 11.54% 6 |
| –IRC web client | 11.54% 6 |
| –Skype | 9.62% 5 |
| –Other | 5.77% 3 |
| –WeChat | 5.77% 3 |
| –Jabber | 3.85% 2 |
| –Riot.im | 1.92% 1 |
| –WhatsApp | 1.92% 1 |
| –I don't know | 1.92% 1 |
| –Google+Hangouts | 1.92% 1 |