The migration of Municipality of Bari

Marina Latini

Studio Storti
Municipality of Bari
The choice
Save money?
Escape the lock-in

https://www.flickr.com/photos/geishaboy500/2911898326/
Avoid the resistance to change
listen to what they tried to say.
Trainings

Third parties' software
Move on!

https://www.flickr.com/photos/askeholst/4578973351/
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The migration of Municipality of Bari

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- ~2000 users involved
- Started in September 2014
- The migration is part of the Digital Agenda
- 75% seats migrated by the end of the year
- Successful pilot project of 100 seats from different departments
From the manager point of view:
  • Respect the Italian laws
  • Save money
The first reason:

- The winning migration of LibreUmbria
- Adopt LibreOffice in their workflow
- Follow a structured migration protocol (managed by certified person)
Save money?

- Cut the costs of MS licenses
- Will save €75,000 over the next five years
• Review the workflow
• Create templates
• Focus to used fonts (MS ClearType fonts)
• Best interoperability
Avoid the resistance to change

- Resistance to change is common during a migration
- The users are afraid
- They want to have a tool to do their work
- They feels alone
• Communication is the answer
• Prevent the resistance
• Fight the resistance
• Keep updated the involved users
• Communicate to internal and external users
• Follow the migration and training protocols
• Someone was searching for a specific feature
• Someone proposed an enhancement to LibreOffice
Trainings

- Trainings for first level (internal helpdesk ~10 person)
- Deploy, FAQ
- Trainings for internal trainers ~ 20 person (like in TDF protocol)
  - Trainings on Writer, Calc
  - Trainings on proper communication with Impress (and draw)
Third parties' software

• Big problems here!
• Old sw
• No ODF native support, (RTF files, malformed doc, etc)...
• Help from TDF is needed
• Promote the importance of using open standards
• Write to the Sw Houses
• GPO on Active directory
• Custom policies
• MSI+MST files of LibreOffice Still
• Massive deploy is coming! :)