Return on experience – Migration of Nantes Métropole

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About Nantes and the context
LibreOffice migration

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Change Management
Change = resistance, people don’t like change

Users make the change happen, project team can only help

It’s necessary to push hard enough so that change happens
Change management project phases

- Determine need for change
- Prepare and plan
- Implement
- Sustain
So, why did Nantes choose LibreOffice?

- Savings
- Vendor independance
- Not more difficult than other options
Change management project phases

- Determine need for change
- Prepare and plan
- Implement
- Sustain
Industrialize / Standardize / Automate

Automate answers to common issues
Standardize migration process
Reduce cost, time, effort and stress

Organize support

All remaining issues will arrive here.
The less, the better

Prepare communication

Communication is vital.
It helps reassure and defuse many situations.
Explain why, what’s going to happen and how
Get ready to answer questions
Risk/Opportunities Brainstorm

We listed every actor impacted or taking part in the project

Identify and evaluate

Risks for the project and negative impacts for the actor

Identify and evaluate

Opportunities for the project and positive impacts for the actor
We completed brainstorm results with

User survey

Experimentation
Change management project phases

- Determine need for change
- Prepare and plan
- **Implement**
- Sustain
Standard process
Migration department by department

Communication

Migration process (automated)

Support
Migrate everyone!
Choosing LibreOffice =
Remove old productivity software
Choose ODF format
Get (lots of) feedback

Protect your project! Get positive feedback
Communicate throughout the project

- Do it as often as possible and use various formats.

- Explaining why, what and how along with answering questions is efficient to reassure and defuse potential or fictitious problems.

- Communication and change management begin with the announcement of the project!
Change management project phases

- Determine need for change
- Prepare and plan
- Implement
- Sustain
Afterwards situation

Reinforcement

Savings: 260K€ / yr

Weakening

Business Software ties to proprietary productivity tool

- Limit through procurement:
  - ask for complete solution costs
  - (product + all side purchases)
  - + technical penalty for non compliance

External documents in proprietary formats

- Limit as much as possible
- Migrate subsidized orgs.
- Instruct users to send and ask for ODF

Presence of non migrated macros

- Migrate, train users
- Or replace with “real” software

Old productivity soft. uninstalled

ODF compliant software

Internal & Ext. documents in ODF

Continuous improvement of LibreOffice

Continuous User training & support

Migrate, train users

Or replace with “real” software
Thank you!

Do you have any questions?

Special thanks to all the colleagues at Nantes Métropole who inspired me and helped me prepare!
Thanks to the community for your great work!
Thanks to the organization in Brno.