

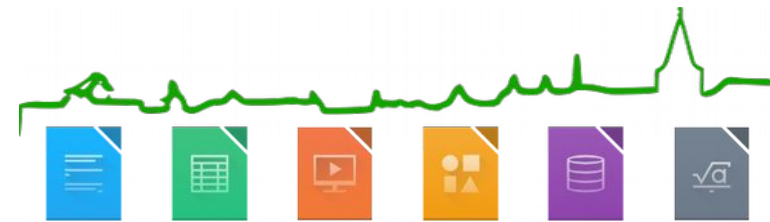
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Certification in Italy

- ▼ Italo Vignoli

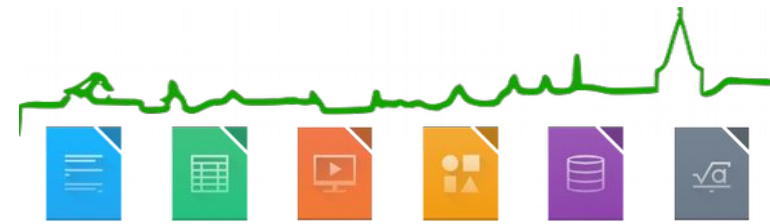
What is Certification



A designation earned by a person to demonstrate the competency, dedication and thrust valued in the highly competitive technology field



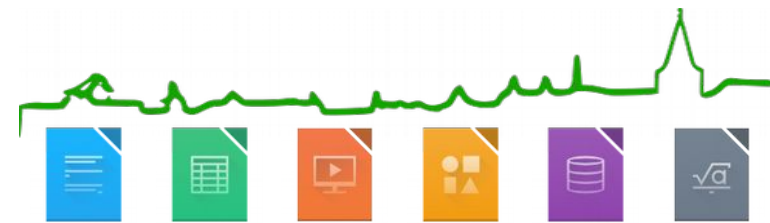
Wikipedia: Certification in Computer Technology



- ▼ Professional certifications in computer technology are non-degree awards made to those who have achieved qualifications specified by a certifying authority
- ▼ Depending on the certification, qualification may include completing a course of study, a proof of competence, a grade on an examination or some combination thereof
- ▼ The intention is to establish that an individual holding a certification is technically qualified to hold certain types of position within the field



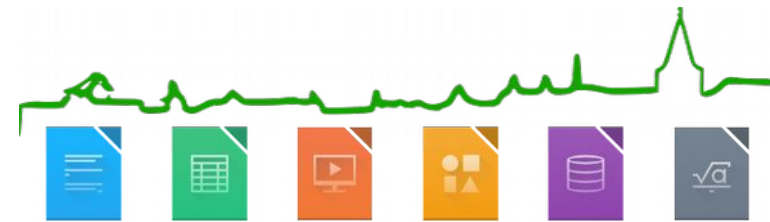
Certification Program Overview



- ▼ There are two distinct aspects to certification
 - ▼ To certify individuals or organizations that are recognized community members and/or contributors
 - ▼ To certify competence in specific areas like development, migrations, training and support (L2 and L3)
- ▼ There are several distinct objectives in certification
 - ▼ To increase the global perceived quality of the ecosystem
 - ▼ To allow individuals or organizations that are recognized community members and/or contributors to sell their services based on recognized competence
 - ▼ To relieve the individual responsible for the migration to LO from the entire responsibility of the problems



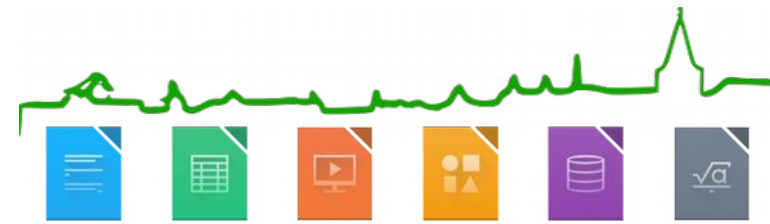
Certification Program Challenge



- ▼ Certified professionals have the objective of extending the reach of the community to the corporate world, and offering CIOs and IT managers a professional recognition in line with proprietary offerings
- ▼ The challenge is to grow the ecosystem around the project and the product in order to cross the chasm (a lull in market development that occurs after the visionary market is saturated and pragmatists will not buy into a discontinuous technology unless they can reference other pragmatists, which are highly support oriented)



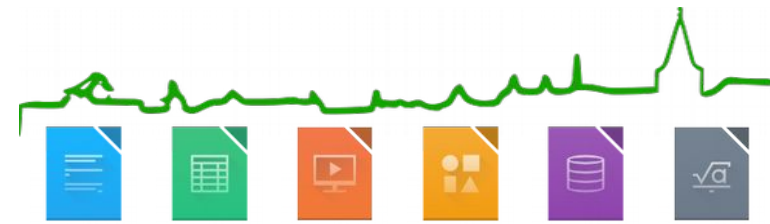
Advantages of Certification



- ▼ Bolsters brand loyalty: if more people know how to use the product, more people will use the product
- ▼ Adds value to relationships: when you offer the ability to become certified, you create a new service offering on top of what you provide
- ▼ Frees up IT staff: certified third-party consultants can help to outsource tech support and troubleshooting



Certification Facts

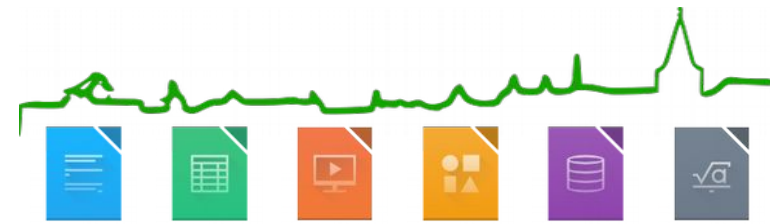


- ▼ 75% of managers believe that certifications are important to team performance
- ▼ 66% believe that certifications improve the level of service and support of IT end-users and customers
- ▼ Certified teams are 28% percent more productive

Source: IDC Studies 2006 & 2008



Outcomes of Certification

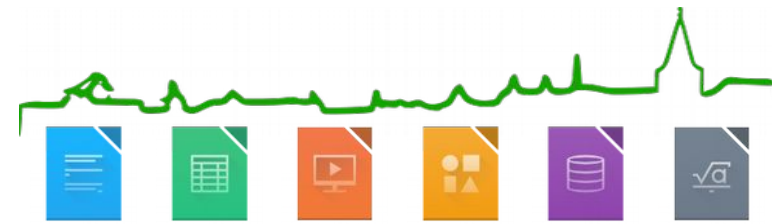


- ▼ 83% agreed that the certification process had added value to their organisation in some way
- ▼ 17% confirmed that they had experienced a significant increase in sales as a direct result of their certification

Source: IAF Certification Survey 2011



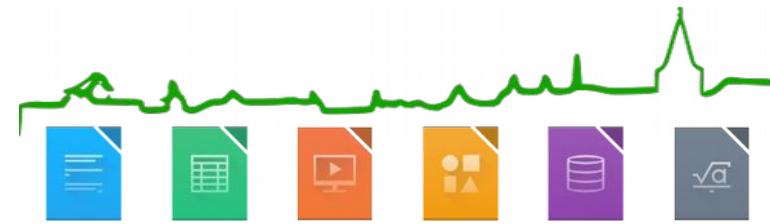
Certification in Italy



- ▼ Enio Gemmo
- ▼ Osvaldo Gervasi
- ▼ Marina Latini
- ▼ Sonia Montegiove
- ▼ Stefano Paggetti
- ▼ Alfredo Parisi
- ▼ Raffaele Ponzio
- ▼ Italo Vignoli
- ▼ +4 applications in the pipeline



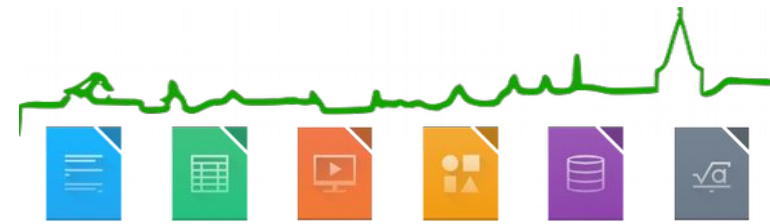
Migration Projects in Italy



- ▼ Provincia di Perugia: 1.200 desktops
- ▼ ASL 5 Veneto: 1.800 desktops
- ▼ Banco Popolare: 15.000 desktops
- ▼ Comune di Bari: 1.500 desktops
- ▼ Defense: 150.000 desktops



Future of Certification



- ▼ It looks like LibreOffice Certification is an Italian affair
- ▼ On the other hand, Italy is the country with most active migrations to LibreOffice
- ▼ Certification is a key asset for the majority of these migrations
- ▼ Defense might ask to certify a minimum of 300 people
- ▼ Associazione Libreltalia will provide the infrastructure



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Thank You

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