LibreOffice in Nantes Métropole + 1yr

Eric Ficheux

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About Nantes

The city of Nantes finished its migration to LibreOffice in June 2016.

5000 employees now use LibreOffice.

Savings: 1.6 M€ + 260 K€ / yr

Lots of effort put in change management.

Active contribution policy.
Since last conference
What happened in Nantes in 2017

Nantes funded pivot charts
Many thanks to Easter Eggs, Collabora for the development and quality of their work!
Thanks to the community for help in testing ...

Continuous improvement:
User survey!
Migrations require a sustained effort in time and user feedback is necessary

User Experience
Involvement in LibreOffice Design
Key to improve the tool is not only technical !!!
Yearly user survey results

Survey from January 2017

- Top managers: 59 answers / 43% answer rate
- Regular users: 1104 answers / 23% answer rate

Version at time of survey: 4.4.5.2
Top managers survey

According to you, how did the migration impact the productivity of your teams?

- Significant increase: 2%
- No effect: 19%
- Significant slowdown: 15%
- Moderate slowdown: 46%
- Don't know: 19%
User survey

How is your experience using LibreOffice?

- Good: 8%
- Rather good: 40%
- Average: 26%
- Rather difficult: 21%
- Difficult: 5%
From user survey

Are the features in LibreOffice adapted to your needs?

- Are perfectly in line with my needs: 14%
- Are in line with my needs: 56%
- Go beyond what I need: 3%
- Don't cover my needs: 20%
- Don't cover my needs at all: 7%
From user survey

What happens when exchanging documents with other organizations?

- I don't encounter any problem: 25%
- I sometimes encounter problems: 38%
- I often encounter problems: 19%
- Not concerned: 18%
A few other information:

- Impress is causing the more productivity slowdown according to the users
- Help requests caused by technical issues tend to diminish with every new version
Roadmap
Roadmap

Following the user survey results we’re implementing various actions to improve the overall User Experience around LibreOffice
Action plan

Training
Help Desk
User Assistance
Action plan

Improving LibreOffice

Top 10 improvement requests

- Better print and layout setup
- Less crashes
- Mailing improvement
- Better MSO compatibility
- Pivot tables
- Bullets & Numbering
- Photos and pictures management
- Load/Save speed on big files
- General UX design and usability
- Macro editor improvements
Action plan

Impress

Improve template quality
Usability issues
Specific population of users
Action plan

Exchanging documents with partners
Improving usability
Usability

UX problem identified through survey → not very precise

Scenario driven testing to identify clear issues

Confirmation of several usability issues on basic features

Design in progress

Next step - fix it :)

Work done with the Design team:
Thanks Heiko, Jay, Regina
The 5 testers in Nantes
and everybody who helped in the process!
Conclusion
Thanks for your attention!

Many thanks to the colleagues at Nantes and Nantes Métropole and to the community