The Municipality of Tirana
Migration to LibreOffice
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• The city of Tirana
• History behind the migration
• Challenges
• Migration strategy
• Identified issues
• Lessons learned
• Future challenges
The city of Tirana

Over 800,000 citizens

Municipality: 13 directories and 24 Administrative units

Offices placed in different locations
The city of Tirana
Reasons which influenced our decision to migrate:

- Building an IT infrastructure by following an open source software approach
- Issues we identified before the migration
- Willing to be independent from specific vendors
- Interoperability
- Reducing costs
Some of the challenges we faced:
- No previous experience with large migrations
- over 700 PC-s with reduced stuff: assistance, trainings, communication.
- Resistance to change – majority of the staff are basic users.
- Where to start: top-down approach.
1. Communication: monthly newsletter, email.
2. Strategy: Top – Down approach

Started with the most challenging department - Human Resources were handling large number of files: docx, xls etc.

Lessons learned made it easier with other departments.
- Getting accustomed to the new interface.
- Constantly comparing with the MS Office features.
- Trouble opening documents from different versions of ms office. (eg. office 2010)
- Rebuilding graphics in LibreOffice Calc
- Receiving/Sending files outside the institution
- The process has been finalized: 600 PC-s switched during a period of 9 months.
- 2 departments left – to be done in a later phase (software dependency).
- Next phase: training through materials, e-learning and different sessions organized by the IT-staff.
Lessons learned

- Communications efficiency
- Improving online resources: translated guides, e-learning.
- Training strategy
Future challenges

- Switching all the devices
- Communication with other institutions
- Constant trainings for the new staff
Thank you for your attention!