Improving productivity software UX with devops methods

Gabor Kelemen
Team coordinator, NISZ Inc.
kelemen.gabor2@nisz.hu
TIRANA | 27 Sept. 2018
• The Hungarian Government decision 1604/2016
  • Details of that
• Results of the assessment
  • What’s really important?
• UX in this project?
  • Yeah, I mean something else here ;)
• Devops methods?
  • “We are an operations-only company” - my former boss
1604/2016 Government decision
Goal: reducing the ratio of closed source office licences used in the ministries year by year. Highlights of action items:

- Requires cooperation from multiple institutions
- Calls for creating a support team (that's us!)
- Users to be migrated are selected after assessing their needs
- Educational materials to be created
- Central Office template repository to be created
- Scope: all the ministries (~10k users)
Our progress so far

- Assessment of user needs done (1500 questionnaires)
- Migrations started by the end of last year
- Training, support continuously happens
- Update schedule: community version, every 6 months the .3, .4 version, using MS SCCM
- Open questions: Outlook? Lync? LOOL?
Results of the assessment
Methodology

- Migrate only those who can do their job with LO as well
- There are problems, let’s ask about them
- Ask for documents showing an example
- Once the problems are fixed, migration can happen
<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
<th>Hit Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change Tracking</td>
<td>62%</td>
<td>91%</td>
</tr>
<tr>
<td>Document comparison</td>
<td>40%</td>
<td></td>
</tr>
<tr>
<td>Charts (3 types)</td>
<td>37%</td>
<td>70%</td>
</tr>
<tr>
<td>Excel tables (OLE)</td>
<td>36%</td>
<td>12%</td>
</tr>
<tr>
<td>Shapes</td>
<td>28%</td>
<td>76%</td>
</tr>
<tr>
<td>Rotated text direction (in text box)</td>
<td>25%</td>
<td>31%</td>
</tr>
<tr>
<td>Mail Merge</td>
<td>24%</td>
<td>89%</td>
</tr>
<tr>
<td>Information Rights Management</td>
<td>16%</td>
<td>44%</td>
</tr>
<tr>
<td>SmartArt</td>
<td>15%</td>
<td>56%</td>
</tr>
<tr>
<td>Document protection</td>
<td>16%</td>
<td>37%</td>
</tr>
</tbody>
</table>
## Areas considered problematic (Excel)

<table>
<thead>
<tr>
<th>Feature</th>
<th>Percentage (Hit rate: %)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charts (3 types)</td>
<td>39% (hit rate: 88%)</td>
</tr>
<tr>
<td>Cell Styles</td>
<td>29% (hit rate: 65%)</td>
</tr>
<tr>
<td>Protect Workbook</td>
<td>25% (hit rate: 71%)</td>
</tr>
<tr>
<td>Sheet protection</td>
<td>23% (hit rate: 70%)</td>
</tr>
<tr>
<td>Pivot Table</td>
<td>21% (hit rate: 74%)</td>
</tr>
<tr>
<td>Conditional Formatting</td>
<td>21% (hit rate: 68%)</td>
</tr>
<tr>
<td>Information Rights Management</td>
<td>17% (hit rate: 53%)</td>
</tr>
<tr>
<td>Macros</td>
<td>15%</td>
</tr>
<tr>
<td>Form Controls</td>
<td>6%</td>
</tr>
</tbody>
</table>

We should have asked: Share Workbook

Many support request asked
<table>
<thead>
<tr>
<th>Basic functionality (popularity &gt; 70%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Word</strong></td>
</tr>
<tr>
<td>Paragraph settings; styles</td>
</tr>
<tr>
<td>Bullets &amp; numbering</td>
</tr>
<tr>
<td>Tables</td>
</tr>
<tr>
<td>Header/Footer</td>
</tr>
<tr>
<td>Text boxes</td>
</tr>
<tr>
<td>Page settings</td>
</tr>
<tr>
<td>Object placement (images, shapes etc.)</td>
</tr>
<tr>
<td>Footnotes</td>
</tr>
<tr>
<td>Comments</td>
</tr>
</tbody>
</table>
Observations

- Almost every important feature is supported to a degree
  - But NOTHING is fully reliable
- „One can use LibreOffice fine until they don’t expect more than they would of a typewriter”
  - An expert MSO user of the Ministry of Interior
Observations

- OOXML metabugs look scary
  - Actually it’s NOT that easy to find more new bugs!

- So far we are tracking about 300 bugs on our Bug List
  - Probably should be twice of that
UX: What do I mean here?
UX in 2004

Main Page
From Wikipedia, the free encyclopedia.

Welcome to Wikipedia, a free-content encyclopedia in many languages that anyone can edit. In this English edition, started in January 2001, we are working on 403,321 articles. Visit our Community Portal to find out how you can edit an article, or experiment in the sandbox.

Browse: Culture | Geography | History | Life | Mathematics | Science | Society | Technology
Browse Wikipedia - Article overviews - Alphabetical index - Other category schemes

Today's featured article
The Mercedes-Benz 450SEL 6.9 was a high performance version of the S-Class luxury sedan. Built on its ownassembly line by Daimler-Benz AG (now DaimlerChrysler) in Stuttgart and based on the long-wheelbase version of the "W116" chassis introduced in 1972, the 6.9 was produced from 1979 to 1986.

In the news
- The International Committee of the Red Cross criticises the United States' treatment of prisoners at Guantanamo.
LibreOffice 6: UX now
LibreOffice 6: UX now
LibreOffice 6: UX now
Will this sentence be duplicated?

This is a filler sentence. Will this sentence be duplicated? ADDED STUFF?

LibreOffice 6: UX now
Actual user expectation: interoperability

- I should be able to edit files from outside world
- I should be able to work with my own files from yesterday
- Documents worth more than a license:
  - (Time spent on creation) x (Users wage)
But OOXML is EVIL!!!

- Office software is a tool for work.
  - No one cares about different standards.
- Interoperability is a long term must
  - Complete migration is not a goal
    - Vendor independence is
- There is always an outside world to collaborate with:
  - Public organizations, private companies, other states
But OOXML is EVIL! 2

- ODF support in MSO is similarly unreliable
  - We can’t even help that
  - Unfeasible as an interop tool
- OOXML support may be improved in LibreOffice...
Devops? Improving?
Solving problems - how?

- We are building a developer team
- Hope you saw Laszlo’s talk yesterday!
- Began in July, have plans to expand
- Plans to fix up basic features interop
Paragraph formatting is now mostly okay – huge thanks to JLuth for the collaboration! (#107830)

Chart fixes coming by Balazs and Adam – see their lightning talk!

In the last 3 months, 30+ bugs solved!
We recommend this to others!

- Internal team of a few devs is enough
  - or go to Certain Companies ;)
- There is only a few hundred bugs; a few dozen missing features that really matter
MS Office was not invented by aliens from space...
..but, a Hungarian genius: Charles Simonyi
Thanks for your attention!